RFP Number HRI EO 2017-01

HEALTH RESEARCH, INC.

Request for Proposals

Network Managed Services

<u>*Key Dates*</u>

RFP Release Date:	**June 2, 2017**
Letter of Intent:	**June 16, 2017 by 5:00PM**
Questions Due:	**June 16, 2017 by 5:00PM**
Q&A Posted:	**June 23, 2017**
RFP Updates Posted:	**June 23, 2017**
Proposals Due:	**July 14, 2017 by 5:00PM**
Contact email address:	HRI-EO2017-01@healthresearch.org

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Introduction

Health Research Incorporated (HRI) contributes to the health and well-being of the people of New York State by complementing and enabling the strategic public health goals of the New York State Department of Health (DOH), Roswell Park Cancer Institute (RPCI), and other health-related entities.

HRI provides best-in-class resource administration for stakeholders and programs related to the work and priorities of the Department of Health and its other partners. HRI does this through the provision of knowledge, expertise, funding guidance, and fiduciary oversight of sponsored program funding for public health and research programs in concert with community partnerships.

HRI's Information Systems Department (ISD) supports and maintains the applications, servers and networks used by HRI staff in the Albany and Roswell Park Divisions. In addition, the ISD also provides services directly to principal investigators, researchers, and administrators through reporting, purchasing and time and effort systems.

HRI's Information Systems Department is currently seeking proposals from qualified vendors to provide network and telecommunication managed services in support of HRI's mission.

Definitions

Mandatory: Minimum required goods or services that HRI deems essential to the project.
Optional: Goods or services that the bidder must propose, but that HRI is not obligated to purchase.
Desirable: Goods or services that HRI prefers, but that the bidder is not obligated to propose.
Alternative: An approach proposed by the bidder providing a different solution to the HRI need.

Project Objectives

1. To standardize on a single vendor platform, where applicable, to provide a secure network with high performance, high availability, better manageability, and historical trending capabilities end-to-end.
2. To establish an Integration Contract and a Managed Services Contract with explicitly and strictly defined Service Level Agreements (SLA).
3. Adherence to existing HRI policies and procedures regarding the network infrastructure.
4. To replace the existing LAN, WLAN, and WAN infrastructure with new Cisco hardware in two HRI locations:
    i.   Albany, NY[1];
    ii. Buffalo, NY[2]
5. Proposed replacement products must not be on a current End-of-Life (EoL) or End-of-Sale (EoS) announcement by the equipment vendor.
6. To establish an offsite Business Continuity & Disaster Recovery (BC/DR) model meeting the business requirements for HRI.
7. To establish a Network Management System (NMS) that shall be cloud based to provide HRI with visibility to relevant metrics to include, at a minimum:

    - Customizable Dashboard
    - Device Status (up/down)
    - Device Utilization
    - Historical Trending
    - Configuration Backup
    - Reporting Functions

[1]Riverview Center, Menands, New York 12204

[2]Roswell Park Cancer Institute, Elm & Carlton Streets, Buffalo, New York 14263

Who May Apply

The bidder must be a company primarily engaged (primary business) in providing managed network services. Bidders are to include their qualifications to meet the RFP specifications in terms of past and current experience by providing evidence of a minimum 5 years of experience in providing similar services to organizations of similar size to HRI.

Scope of Services

The current HRI network supports approximately 100 full-time employees between the two [2] facilities and approximately 2000 users who access the internal systems via the internet through a secure connection

HRI seeks an implementation contract with managed services for new network hardware establishing responsibility for a vendor to install and maintain the LAN, WAN, Wireless LAN (WLAN), and Internet Service Provider (ISP) components of the HRI network. The vendor will be required to provide network and carrier managed services. As part of this contract, the vendor will deploy a network team on site to configure the network hardware to include:

- Routers
- Switches
- Firewalls
- Wireless Controllers
- Wireless Access Points

The vendor will provide network monitoring services through a Network Management System (NMS) to manage the network with industry standard network management tools. Training of HRI staff on the use of the management platform will be included and HRI staff will be provided with read-only access for monitoring and report generation. However, the network vendor will be responsible for the ongoing management and configuration of the NMS.

The network vendor will be responsible for the management of the overall network including coordination with carriers for leased lines to ensure high availability in order to meet the SLA's defined in the RFP.

A summary of the activities to be carried out are given below:

- Support the Wide Area Network (WAN) infrastructure of HRI
- Support the Local Area Network (LAN)
- Support the Wireless LAN (WLAN) of HRI (Albany facility only)
- Monitoring and management of LAN/WAN/WLAN network using Network Monitoring Services (NMS) and tools.
- Configuration and fault management of the wireless controllers, access points, routers, switches and firewalls
- Procurement and support services for Leased Lines and Internet connectivity

Scope of Work

The scope of work includes the network design, hardware, installation, and commissioning services of all network components to include a cloud-based network management system, Cisco routers, Cisco switches, and Cisco firewalls and the integration of the systems into the existing infrastructure with onsite support for a period of 5 years for two [2] HRI locations. HRI anticipates that each facility will have a firewall and internet connectivity as well as a wide area connection via leased circuit between locations.

The circuit speeds will support the current and anticipated future needs of HRI and, at a minimum, support the following:

- Internet (Albany):   100 Mbps
- Internet (Buffalo):   10 Mbps
- WAN: 100 Mbps
- Disaster Recovery: 1 Gbps

Proposed implementation, maintenance, and management services should include the following:

1. Planning the upgrade and transition for two [2] HRI locations and networks.
2. Capacity planning for the network design and hardware of the HRI network (recommended models, port density, link speeds, and redundancy capabilities)
3. Delivery of hardware and software, inclusive of appropriate licenses
4. Installation of infrastructure components; support of the installed infrastructure; and training relevant to installed infrastructure.
5. Additional Hardware
   - HRI requests that vendors provide optional pricing for battery back up to support the installed components in each IDF.
6. Network Management
   - Installation of a Network Management System (NMS) at the Albany facility.
   - Vendor shall be responsible for all Incident, Change and Configuration Management
   - Restoration of a failed service as soon as possible to minimize impact to the business per defined timeframes.
   - All changes in the customer's environment shall be done in coordination with the customer's IT department with proper approvals.
   - Backup of device configurations on a regular basis as per policy defined by HRI.
   - Provide recommendations to HRI on links and devices that are over utilized.
   - Periodic updates and audits for customer's device inventory.
   - Keep track of the configuration changes for all the routers and equipment.
   - Maintaining the network diagram and updating it on a continual basis.
   - Notification of HRI personnel for all severity 1 calls.
   - Track all service requests.
7. Additional Network Monitoring
   - HRI requests that vendors provide optional pricing for monitoring of the HRI server environment.
   - HRI currently utilizes a virtualized server environment consisting of four [4] ESXi hosts in a vSphere environment running 49 VMs.
8. Environmental Monitoring
   - HRI requests that vendors provide optional pricing and recommendations for environmental monitoring of the installed equipment locations.
   - Environmental monitoring will encompass three [3] IDF/MDF locations in Albany and one [1] IDF location in Buffalo.
   - The network management system shall support the ability to alert HRI staff only of any environmental conditions requiring attention. The vendor will not be responsible for servicing environmental alarms.
9. Web Filtering
   - HRI currently employs web filtering and requests that vendors provide solution pricing and recommendations in their response.
10. Annual security audits including penetration testing.

11. Remote access for network support and maintenance will be documented and recommendations will be provided. Remote access will be required for HRI staff in Albany [20 users] and Buffalo [5 users].
12. The network will provide a DMZ and internal secure tier design for all internal systems.
13. Quality Assurance and Acceptance Testing
    - The network hardware shall be factory tested prior to shipment.
    - After installation, the vendor, in conjunction with HRI staff, will test the system to demonstrate that it meets the contract performance specifications and the minimum requirements. This Acceptance Test Plan (ATP) document will be the final acceptance by HRI and will require signatures from the vendor and HRI.
14. The Contractor shall deliver the following items:
    - Project Plan
    - Technical paper for a standard setup and configuration of network hardware for all installed components.
    - Technical Status Reports after an installation and/or repair
    - Final Installation Report (to include the acceptance test plans)
    - Training material in PDF format
    - Presentation material in PDF format
    - Network diagrams of the network layer-2 and layer-3 topologies
    - Software documentation on the IOS and design documents
    - Monthly reports about network health (performance and uptime)
    - Annual review of technology and upgrade recommendations in the November timeframe including end of sale and end of life notices.
15. A Service Level Agreement for reliability, performance, fault tolerant connectivity (LAN/WAN/ISP).
16. A maintenance contract for the hardware and software to meet the SLAs.
17. Documentation of the as-built environment to include: network diagrams, configuration management materials, product documentation, training materials, disaster recovery and business continuity process flows, and system management best practices.
18. Disaster Recovery and Business Continuity capabilities as it relates to:
    - Network Connectivity
        - HRI requires that the systems be available 24x7x365
        - HRI requires that the mean time to repair not exceed two [2] hours
    - Business Continuity & Disaster Recovery Services
        - HRI business critical systems must be recoverable with a Return to Operation (RTO) within 24 hours.
            - HRI currently supports a virtualized environment. The specifications of the systems will be provided to the selected vendor upon award.
        - Replication services shall ensure that the database not be more than 4 hours old.
        - Support shall be provided for full database and server backups.
            - Currently 12TB of data is backed up and HRI anticipates a 10% year over year increase in data.
        - HRI requests that vendors provide optional pricing for database services to include:
            - Assistance with the development of retention policies
            - Assistance with re-indexing and de-duplication
        - HRI requests that vendors provide mandatory pricing for the configuration of an automatic site-to-site VPN failover solution via the internet in the event of a failure of the WAN link between facilities.

The upgrade of the HRI network with the latest hardware and technology from Cisco will extend the value of the network throughout HRI's entire IT infrastructure, and will provide an advanced technology platform with high availability and performance. This will protect HRI's investment for new network hardware.

The vendor(s) shall provide:

1. All necessary hardware components. HRI will maintain ownership of all hardware.
2. A structured five [5] year contract for managed services payable annually.
3. A detailed scope of work for replacing and upgrading the HRI network infrastructure with new network hardware from Cisco. This shall include technical planning, installation and maintenance of the network hardware and associated software.
4. Scope of services for the removal of the existing hardware and cabling. Vendors shall provide any trade-in or discounts available from Cisco as they apply to the existing hardware.
5. Vendor will be responsible for providing new patch cables from the new equipment to the patch panel.
6. Vendor will provide any required cable management and will follow best practices and standards when installing and dressing all vendor installed cabling.
7. Provisions for network capacity planning, business continuity and disaster recovery services.
8. The annual costs of these contracts.
9. The contractor shall provide HRI with technical planning documentation for all buildings and locations for network connectivity to include:
   - Design options for local or cloud-based device management
   - Capacity requirements and design
   - Access control configuration to the system components
   - DMZ design
   - A documented change management process
   - Secure tier design for access to internal systems
   - WLAN design and coverage maps for the Albany facility only; to include production and guest networks
   - Configuration files to all components
   - IP addressing design recommendations
   - Network management and reporting functionality including:
     - Device status (up/down)
     - Device utilization
     - Historical Trending
     - Retention model for utilization statistics
   - Vendor managed helpdesk and trouble ticket system and process flow.
   - The vendor must follow best practices and standards (e.g. ITIL, COBIT, etc.)
     - Clearly defined SLA/SLO definitions
10. An implementation plan with a weekly schedule and resources involved. Full implementation shall not exceed 180 days, and maintain minimal downtime. Installation work requiring production service interruption shall be scheduled outside of HRI business hours (8AM - 5PM Monday - Friday).
11. Each installation shall require that the contractor provide an installation plan, a draft notification statement of the work to be performed for HRI use, an acceptance test plan, and a standard list of checkpoints to review before the installation is accepted and handed over to HRI and considered to be operational.
12. Hands-on, in-house training on the NMS for up to five [5] HRI staff members on the new hardware (e.g. latest network technology and features of the systems)
13. Configuration documentation following best practices and standards for the deployed HRI components
14. A support and transition plan for business continuity and disaster recovery
15. Capacity planning documentation to support current utilization trends and future growth
16. Provide an outline of annual costs per year for a multi-year contract. The outline shall include the initial

costs to purchase the hardware and services, and managed services to include the planning and full installation/setup of all managed equipment.

Service Level Objectives

1. The contractor shall provide network maintenance and repair of hardware, including the provisioning of new hardware in accordance with best practices and the SLA criteria agreed upon between the contractor and HRI.
2. Post installation maintenance shall take place during scheduled maintenance windows. Currently HRI maintenance windows are between the hours of 5PM and 6AM.
3. Hardware maintenance contracts will be required to provide replacement and/or spare parts to accommodate 24x7x365 operation with limited downtime to meet the SLA requirements.
4. All services under this contract shall be available to HRI on a 7x24x365 basis.
5. Technical support must respond within 30 minutes of ticked request.
6. A documented escalation procedure must be provided
7. A monthly report of the current hardware and network (LAN/WAN/ISP) trending data shall be provided to HRI with recommendations for upgrades that may be necessary to support additional users and/or to meet new system requirements. This will include the following recommendations:
   a. IOS patches or upgrades and the driver for the upgrade.
   b. End-of-Life (EoL) or End-of Sale (EoS) notifications from the equipment vendor(s).
   c. Product recommendations, if required.
   d. Technical support tickets.
8. Onsite response-time to a service call shall be two (2) hours or less from the time of the request to the time of arrival in the HRI facility.

Service Level Requirements

Bidders are required to consent to the following Service levels in the agreements and describe in detail the methodology adopted by them to provide the SLAs to HRI. The SLAs listed below are not all inclusive and are representative of the service level expectations. HRI expects the following Service level assurances for the equipment:

Critical Incidents

Critical incidents shall be defined as incidents having impact on HRI application or service availability.

- Critical device failures.
- Failure of High availability solutions including failover to alternate device not working.
- Critical incidents are also defined as incidents that impact the availability of the HRI business applications over the HRI network.

Non-Critical Incidents

Non-critical incidents shall be defined as incidents having no impact on HRI application or service availability.

- Single device failure with the HA solution taking over

Uptime

- A guaranteed annual uptime of 99.99% for all HRI locations.

Support Service Level Agreements

- Critical incidents will be responded to immediately and resolved within one [1] hour from the time of occurrence.

- Monthly reports of all incidents (critical and non-critical) will be submitted to HRI indicating:

    o Ticket Number,
    o Date of Incident,
    o Time of Incident,
    o Incident Type,
    o Description,
    o Incident Status,
    o Date of Resolution,
    o Time of Resolution.

Device Service Level Agreements
- Device or spare parts replacements will be provided within 4 hours – for Critical incidents.

- Device or spare parts replacements will be provided by next business day – for non-Critical incidents.

- Reports of all spares and devices replaced, after the replacement of a device, will be submitted to HRI indicating:

    o Ticket Number,
    o Date of Failure,
    o Time of failure,
    o Incident Type,
    o Description,
    o Replacement Status,
    o Date of Replacement,
    o Time of Replacement

Administrative Requirements

Issuing Agency

This RFP is issued by Health Research, Inc. (HRI). HRI is responsible for the requirements specified herein and for the evaluation of all proposals.

Question and Answer Phase

All technical and substantive questions must be submitted in writing to:

HRI-EO2017-01@healthresearch.org

To the degree possible, each inquiry should cite the RFP section and paragraph to which it refers. Written questions will be accepted until the date posted on the cover of this RFP.

Prospective bidders should note that all clarification and exceptions, including those relating to the terms and conditions of the contract, are to be raised prior to the submission of a proposal.

This RFP has been posted on HRI's public website at:

http://www.healthresearch.org/funding-opportunities.

Questions and answers, as well as any updates and/or modifications, will be posted on HRI's website. All such updates will be posted by the date identified on the cover sheet of this RFP.

If prospective bidders would like to receive notification when updates/modifications are posted (including responses to written questions), please complete and submit a letter of intent (see Attachment 1).

Submission of a letter of intent is not a requirement for submitting a proposal.

How to File a Proposal

Proposals must be **received by 5:00PM** at the following e-mail address by *July 14, 2017*. Late proposals will not be accepted.

HRI-EO2017-01@healthresearch.org

Bidders shall submit, in electronic format (PDF) a complete signed proposal. E-mailed proposal packages should be clearly labeled with the name and number of the RFP as listed on the cover of this RFP document. **Proposals *WILL NOT* be accepted via fax.**

HRI Reserves The Right To:

1. Reject any or all proposals received in response to this RFP.

2. Withdraw the RFP at any time, at HRI's sole discretion.

3. Make an award under the RFP in whole or in part.

4. Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP.

5. Seek clarifications and revisions of proposals.

6. Use proposal information obtained through site visits, management interviews and HRI's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to HRI's request for clarifying information in the course of evaluation and/or selection under the RFP.

7. Prior to application opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available.

8. Prior to proposal opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments.

9. Change any of the scheduled dates.

10. Waive any requirements that are not material.

11. Award more than one contract resulting from this RFP.

12. Conduct contract negotiations with the next responsible bidder, should HRI be unsuccessful in negotiating with the selected bidder.

13. Utilize any and all ideas submitted with the proposals received.

14. Unless otherwise specified in the RFP, every offer is firm and not revocable for a period of 60 days from the bid opening.

15. Waive or modify minor irregularities in proposals received after prior notification to the bidder.

16. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an offeror's proposal and/or to determine an offeror's compliance with the requirements of the RFP.

17. Negotiate with successful bidders within the scope of the RFP in the best interests of HRI.

18. Eliminate any mandatory, non-material specifications that cannot be complied with by all bidders.

19. Award contracts based on geographic or regional considerations to serve the best interests of HRI.

Term of Contract

Any contract resulting from this RFP will be effective only upon approval by Health Research, Inc.

It is expected that contracts resulting from this RFP will have the following period of performance: Initially for a period of five (5) years from the date of signing of the agreement and extendable on an annual basis subject to satisfactory performance and continued funding.

Payment & Reporting Requirements

The Contractor shall provide one (1) invoice for One Time Start Up costs associated with this contract and as shown in Worksheet 3 of the Budget/Cost Sheet, Attachment 5.

Upon completion of the installation at all HRI facilities, the Contractor shall submit to HRI a final installation report to include:

- Acceptance test plans
- Technical documentation for the standard setup and configuration of the HRI components
- Training material in PDF format
- Network Diagrams of the Layer-2 and Layer-3 topologies
- Manufacturer documentation

The Contractor shall provide monthly invoices for Monthly Recurring Costs (MRC) and services performed during the previous month and as shown in Worksheet 2 of the Budget/Cost Sheet, Attachment 5.

The Contractor shall submit all reports electronically as needed to the Director of Information Systems.

All payment and reporting requirements will be detailed in the final contract.

General Specifications

1. By signing the "Proposal Form" each bidder attests to its express authority to sign on behalf of the bidder.

2. Contractor will possess, at no cost to HRI or the State, all qualifications, licenses and permits to engage in the required business as may be required within the jurisdiction where the work specified is to be performed. Workers to be employed in the performance of this contract will possess the qualifications, training, licenses and permits as may be required within such jurisdiction.

3. Submission of a proposal indicates the bidder's acceptance of all conditions and terms contained in this RFP, including the terms and conditions of the contract. Any exceptions allowed by HRI during the Question and Answer Phase (Section IV.B.) must be clearly noted in a cover letter attached to the proposal.

4. A bidder may be disqualified from receiving awards if such bidder or any subsidiary, affiliate, partner, officer, agent or principal thereof, or anyone in its employ, has previously failed to perform satisfactorily in connection with public bidding or contracts.

5. Provisions Upon Default

   a. The services to be performed by the bidder shall be at all times subject to the direction and control of HRI as to all matters arising in connection with or relating to the contract resulting from this RFP.

   b. In the event that the bidder, through any cause, fails to perform any of the terms, covenants or promises of any contract resulting from this RFP, HRI shall thereupon have the right to terminate the contract by giving notice in writing of the fact and date of such termination to the bidder.

6. Bidder must maintain an active registration in the System for Award Management (SAM) at SAM.gov, have no exclusions or delinquent federal debt.

Completing the Proposal

Proposal Content

Program Summary

Provide a brief overview of the bidder's organization and the proposed approach to meeting the project requirements, with the bidder's key strengths highlighted.

Work Plan

Provide a work plan, from start to finish providing milestones, demonstrating how the service will commence after contract award. HRI will rely on the cited work plan of the vendor in the evaluation of proposals. Please use Attachment 7, of the Work Plan Template for this purpose.

Proposed Approach

The bidder shall describe its approach to performing the full scope of work and accomplishing the objectives as identified in the RFP. The vendor's approach should sufficiently address requirements as listed in Section III, Project Narrative / Work Plan Outcomes.

Bidder Organization

Describe the vendor's organization, its mission and services. Provide suitable evidence that the bidding entity has sufficient organizational experience to provide the services requested by submitting relevant information on three (3) past projects. Project descriptions must include the client name, contact person and phone number, duration of the project, a description of the scope of services provided and a description of project components that are similar to the services defined in this RFP.

Cited references should be able to confirm, without reservation, the bidder's ability to perform as mandated in this solicitation. HRI will rely on the cited references to obtain past performance, information in the evaluation of this proposal.

Please use Attachment 6 to list past project descriptions and references.

HRI reserves the right to take any or all of the following actions:

(a) *To reject a proposal based on an unsatisfactory reference, to contact any person or persons associated with the referenced site,*

(b) *To request additional references, to contact organizations known to have used in the past or currently using the services supplied by the bidder or the bidder's subcontractors,*

(c) *To contact independent consulting firms for additional information about the bidder or the bidder's subcontractors, and*

(d) *To visit any or all of the reference sites for demonstrations.*

Staffing

Provide a company/corporation organization chart and staffing profile, including years of tenure for staff. Additionally, please provide resumes for "key personnel," which includes the general manager or sales manager and chief engineer who will call on HRI.

The general manager and chief engineer must have a minimum of five (5) years' experience, in at least one account with services comparable to those described within this RFP. HRI will rely on the cited experience and quality of resumes of the bidder's general manager and chief engineer in the evaluation of bidder's proposal.

Budget/Cost Sheet

Complete a budget using the attached Budget/Cost forms in attachment 5.

Proposal Format

All proposals must conform to the format prescribed below. Points will be deducted from proposals which deviate from the prescribed format.

Proposals MUST be formatted using the Arial, 11 font.

Review Process

Proposals meeting the guidelines set forth above will be reviewed and evaluated competitively by HRI. At HRI's discretion, the final evaluation may include a one-day briefing/summary meeting with the top bidder(s) in Albany, NY. If held, this meeting is NOT intended to amend or enhance the submission. Any cost related to this meeting or in response

to this RFP is the obligation of the bidder and not the responsibility of HRI.

In the event of a tie in proposal scores, HRI will determine the winning bidder through a second internal review process. The final decision will be at the sole discretion of HRI upon completion of this secondary review process.

Once an award has been made, bidders may request a debriefing of their proposal. Please note the debriefing will be limited only to the strengths and weaknesses of the subject proposal and will not include any discussion of other proposals. Requests must be received no later than ten (10) business days from date of award or non-award announcement.

HRI will award the contract based on best-value. Best-value means awarding the contract for services to the applicant that best optimizes quality, cost, and efficiency among all responsive and responsible applicants. The lowest bid submitted is not a guaranteed "best value".

Proposals meeting the guidelines set forth above will be reviewed and evaluated competitively. Proposals failing to provide all response requirements or failing to follow the prescribed format may be removed from consideration or points may be deducted.

The following scoring will be used to make an award. Values are assigned to each section as an indication of the relative weight that will be given when scoring your proposal.

Bidder Organization:	*Maximum Score: 5 points*
Staffing:	*Maximum Score: 10 points*
Program Summary, Work Plan, and Proposed Technical Approach:	*Maximum Score: 50 points*
Budget/Cost Sheet:	*Maximum Score: 35 points*

Attachments

Attachment 1: Letter of Intent Format
Attachment 2: Proposal Checklist
Attachment 3: Proposal Coversheet
Attachment 4: Budget Instructions
Attachment 5: Proposal Budget Format
Attachment 6: Past Project Descriptions and References
Attachment 7: Work Plan Template
Attachment 8: Requirements Table

Attachment 1

Letter of Intent

Letter to Receive RFP Updates and Modifications

Re: RFP # HRI EO 2017-01
RFP Title Network Managed Services

Dear _____:

This letter is to indicate our interest in the above Request for Proposals (RFP) and to request: *(please check one)*

☐   That our organization is notified, via the e-mail address below, when any updates, official responses to questions, or amendments to the RFP are posted on HRI's website: http://www.healthresearch.org/funding-opportunities/.

     E-mail address: _____

☐   that our organization is unable or prefers not to use HRI's website and requests the actual documents containing any updates, official responses to questions, or amendments to the RFP be mailed to the address below:

               _____
               _____
               _____

Sincerely,

Attachment 2

<div align="center">

RFP HRI EO 2017-01 – Network Managed Services
Proposal Checklist

</div>

Description	✔
Proposal Content	☐
Letter of Intent	☐
Proposal Cover Sheet	☐
Proposed Budget	☐
Past Project Descriptions and References	☐
Work Plan Template	☐
Requirements Table	☐

RFP HRI EO 2017-01
RFP Cover Sheet

RFP #: HRI EO 2017-01

RFP Title: Network Managed Services

Organization Name:

Federal ID#:

DUNS #:

SAM.gov Expiration Date:

Contact Person:

Title:

Address:

Phone #:

Fax #:

Email:

Attachment 4

RFP HRI EO 2017-01 – Network Managed Services	
Attachment 4 - Budget Instructions	

Notes for all worksheets	When completing the spreadsheet, bidders should follow these instructions:
	1. The pricing provided within the cost proposal must include ANY AND ALL fees, charges or costs for the duration of the contract, including:
	• All direct and indirect costs, as well as all overhead, fees, and profit, including, but not limited to:
	  - labor, parts, shipping, material, license and equipment costs
	  - administrative, reporting or other requirements, transition costs, overhead costs, and profit
	  - travel costs, parking fees, and any other ancillary fees and costs including permits, licenses, insurance, etc.
	  - services not explicitly stated in these specifications, but necessarily attendant thereto as applicable to the associated item for which the rate/fee is being quoted.
	2. All proposed pricing will be considered the maximum price for the entire duration of the resulting contract (firm offer).
	3. All proposed prices shall be firm for 270 calendar days (from date of proposal submittal).
	4. The accuracy of calculations and formulas used to generate each proposed cost is the responsibility of the bidder.
	5. All proposed costs shall include all proposed services required to meet the applicable RFP requirements
	6. All terminology used in the cost proposal shall be consistent with and correspond to terminology used in the bidder's proposal.
	7. Where necessary, individual worksheet instructions are provided at the bottom of each worksheet.

Attachment 5

RFP# HRI EO 2017-01 Network Managed Services			
Attachment 5 - Budget/Cost Sheet, Worksheet 1 - Cost Proposal Summary			
Bidders Name:			
Total Costs over 5 Year Contract Term			
Monthly Recurring Costs		$ -	
One Time Start Up Costs		$ -	
Total Costs:		$ -	
Offeror's Authorized Representative:			
Print name		Title	
Signature		Date	
Cost Summary Worksheet Instructions:			
1. Enter full legal name of the Bidder			
2. Print and sign/date to certify proposed costs - include original and copies in <insert section number> Budget/Cost Sheet.			

RFP# HRI EO 2017-01 Network Managed Services						
Attachment 5 - Budget/Cost Sheet, Worksheet 2 - Monthly Recurring Costs						
Item Description	**Monthly Cost**	**Monthly Cost**	**Monthly Cost**	**Monthly Cost**	**Monthly Cost**	**Total 5 Year Base Term Cost**
	Year 1	**Year 2**	**Year 3**	**Year 4**	**Year 5**	
						$ -
						$ -
						$ -
						$ -
						$ -
						$ -
Totals	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	$ -
1. Bidder shall insert item descriptions and associated monthly costs. Worksheet formulas multiply monthly costs by 12 and sum for 5 year total.						
2. Insert additional rows as necessary.						

RFP# HRI EO 2017-01 Network Managed Services			
Attachment 5 - Budget/Cost Sheet, Worksheet 3 - One Time Start Up Costs			
Item Description	Units Qty.	Per Unit Cost	Total One Time Start Up Costs
			$ -
			$ -
			$ -
			$ -
			$ -
			$ -
Totals	0	$ -	$ -
1. Bidder shall insert item descriptions, units and associated unit costs. Worksheet formulas multiply units by unit costs and sum for Start Up Cost total.			
2. Insert additional rows as necessary.			

Attachment 6

Client Name:
Contact Person:
Contact Phone Number:

Duration of the Project:

Description of the Scope of Services Provided:

Description of Project Components that are Similar to the Services Defined in this RFP:

Attachment 7

RFP# HRI EO 2017-01 Network Managed Services					
Attachment 7 - Work Plan Template					
Key Action Steps	**Timeline**	**Expected Outcome**	**Evaluation Methodology**	**Role & Responsibility**	**Comments**
Define each action step on its own row. Define as many action steps as necessary by adding rows to the table.	*An expected completion date (week, month and year) must be defined for each action step.*	*An expected outcome must be defined for each action step.*	*An evaluative measure must be defined for each action step.*	*A responsible person must be identified for each action step.*	*Comments are optional.*

Objective 1: <insert objective, define as many objective as necessary by adding sections to the table>

Key Action Steps	**Timeline**	**Expected Outcome**	**Evaluation Methodology**	**Role & Responsibility**	**Comments**

Objective 2: <insert objective, define as many objective as necessary by adding sections to the table>

Key Action Steps	**Timeline**	**Expected Outcome**	**Evaluation Methodology**	**Role & Responsibility**	**Comments**

Objective 3: <insert objective, define as many objective as necessary by adding sections to the table>

Key Action Steps	**Timeline**	**Expected Outcome**	**Evaluation Methodology**	**Role & Responsibility**	**Comments**

Attachment 8

RFP HRI EO 2017-01, Network Managed Services

Attachment 8 - Requirements

#	Category	Requirement	HRI Priority* M O D A	Compliance, choose one: Meets requirement (M) Not supported (NS) M	NS	Indicate the page and section in your proposal content that describes your approach to meeting the requirement
1	General Scope	Vendor shall deliver managed services, install and maintain the LAN, WAN, Wireless LAN (WLAN), and Internet Service Provider (ISP) components of the HRI network.	M			
2	General Scope	The vendor will be required to provide network and carrier managed services.	M			
3	General Scope	As part of this contract the vendor will deploy a network team on site to configure the network hardware to include: • Routers • Switches • Firewalls • Wireless Controllers • Wireless Access Points	M			
4	General Scope	The vendor will provide network management services through a Network Management System (NMS) to manage the network with industry standard network management tools.	M			
5	General Scope	The vendor shall train HRI staff on the use of the management platform.	M			
6	General Scope	The vendor shall provide HRI staff with read-only access for monitoring and report generation.	M			
7	General Scope	The network vendor will be responsible for the ongoing	M			

		management and configuration of the NMS.				
8	Leased Lines and Internet Connectivity	The vendor shall provide procurement and support services for Leased Lines and Internet connectivity.	M			
9	Support	The vendor shall provide onsite support for a period of 5 years for two [2] HRI locations.	M			
10	Circuit Speeds	The circuit speeds will support the current and anticipated future needs of HRI and, at a minimum, vendor shall support the following: • Internet (Albany): 100 Mbps • Internet (Buffalo): 10 Mbps • WAN: 100 Mbps • Disaster Recovery: 1 Gbps	M			
11	Planning	Vendor shall plan the upgrade and transition for two [2] HRI locations and networks.	M			
12	Planning	The vendor shall provide capacity planning for the network design and hardware of the HRI network (recommended models, port density, link speeds, and redundancy capabilities).	M			
13	Hardware & Software	Vendor shall deliver hardware and software, inclusive of appropriate licenses.	M			
14	Installation	The vendor shall provide installation of infrastructure components; support of the installed infrastructure; and training relevant to installed infrastructure.	M			
15	Additional Hardware	HRI requests that vendors provide optional pricing for battery back up to support the installed components in each IDF.	O			

16	Network Management	Vendor shall: • Install Network Management System (NMS) at the Albany facility. • Be responsible for all Incident, Change and Configuration Management • Restore a failed service as soon as possible to minimize impact to the business per defined timeframes. • Coordinate any changes in the HRI environment with HRI's IT department with proper approvals. • Backup device configurations on a regular basis as per policy defined by HRI. • Provide recommendations to HRI on links and devices that are over utilized. • Provide periodic updates and audits for HRI's device inventory. • Keep track of the configuration changes for all the routers and equipment. • Maintain the network diagram and updating it on a continual basis. • Notify HRI personnel for all severity 1 calls. • Track all service requests.	M			
17	Additional Network Monitoring	• HRI requests that vendors provide optional pricing for monitoring of the HRI server environment. • HRI currently utilizes a virtualized server environment consisting of four [4] ESXi hosts in a vSphere environment running 49 VMs. • Each host is connected to the network via four [4] 1Gbps connection.	O			

18	Environment al Monitoring	• HRI requests that vendors provide optional pricing and recommendations for environmental monitoring of the installed equipment locations. • Environmental monitoring will encompass three [3] IDF/MDF locations in Albany and one [1] IDF location in Buffalo. • The network management system shall support the ability to alert HRI staff only of any environmental conditions requiring attention. The vendor will not be responsible for servicing environmental alarms.	O				
19	Web Filtering	HRI currently employs web filtering and requests that vendors provide solution pricing and recommendations in their response.	M				
20	Security	The vendor shall provide annual security audits including penetration testing.	M				
21	Remote Access	The vendor shall make recommendations for and document remote access for network support and maintenance. Remote access will be required for HRI staff in Albany [20 users] and Buffalo [5 users].	M				
22	DMZ	The vendor shall provide a network with a DMZ and internal secure tier design for all internal systems.	M				
23	Quality Assurance and Acceptance Testing	• The vendor shall ensure that all network hardware has been factory tested prior to shipment. • After installation, the vendor, in conjunction with HRI staff, will test the system to demonstrate that it meets the contract performance specifications and the minimum requirements. This Acceptance Test Plan (ATP) document will be the final acceptance by HRI and will require signatures from the vendor and HRI.	M				

24	Supporting Documentation	The vendor shall deliver the following: • Project Plan • Technical paper for a standard setup and configuration of network hardware for all installed components. • Technical Status Reports after an installation and/or repair • Final Installation Report (to include the acceptance test plans) • Training material in PDF format • Presentation material in PDF format • Network diagrams of the network layer-2 and layer-3 topologies • Software documentation on the IOS and design documents • Monthly reports about network health (performance and uptime) • Annual review of technology and upgrade recommendations in the November timeframe including end of sale and end of life notices.	M			
25	SLA	The vendor shall provide a Service Level Agreement for reliability, performance, fault tolerant connectivity (LAN/WAN/ISP).	M			
26	Maintenance Contract	The vendor shall provide a maintenance contract for the hardware and software to meet the SLAs.	M			
27	As-Built Documentation	The vendor shall provide documentation of the as-built environment including: network diagrams, configuration management materials, product documentation, training materials, disaster recovery and business continuity process flows, and system management best practices.	M			

28	Disaster Recovery & Business Continuity	The vendor shall support the following:
		o HRI requires that the systems be available 24x7x365
		o HRI requires that the mean time to repair not exceed two [2] hours HRI business critical systems must be recoverable with a Return to Operation (RTO) within 24 hours.
		   - HRI currently supports a virtualized environment. The specifications of the systems will be provided to the selected vendor upon award.
		o Replication services shall ensure that the database not be more than 4 hours old.
		o Support shall be provided for full database and server backups.
		   - Currently 12TB of data is backed up and HRI anticipates a 10% year over year increase in data.
			M			

29	Disaster Recovery & Business Continuity	o HRI requests that vendors provide optional pricing for database services to include:
		   - Assistance with the development of retention policies
		   - Assistance with re-indexing and de-duplication
			O			

30	Disaster Recovery & Business Continuity	o HRI requests that vendors provide mandatory pricing for the configuration of an automatic site-to-site VPN failover solution via the internet in the event of a failure of the WAN link between facilities.	M			
31	Infrastructure	The vendor shall provide all necessary hardware components. HRI will maintain ownership of all hardware.	M			
32	Contract	The vendor shall provide a structured five [5] year contract for managed services payable annually.	M			
33	Infrastructure	The vendor shall provide and execute a detailed scope of work for replacing and upgrading the HRI network infrastructure with new network hardware from Cisco. This shall include technical	M			

		planning, installation and maintenance of the network hardware and associated software.				
34	Infrastructure	The vendor shall provide and execute a scope of services for the removal of the existing hardware and cabling. Vendors shall provide any trade-in or discounts available from Cisco as they apply to the existing hardware.	M			
35	Infrastructure	Vendor will be responsible for providing new patch cables from the new equipment to the patch panel.	M			
36	Infrastructure	Vendor will provide any required cable management and will follow best practices and standards when installing and dressing all vendor installed cabling.	M			
37	Infrastructure	The vendor shall provide network capacity planning, business continuity and disaster recovery services.	M			
38	Contract	The vendor shall provide the annual costs of these contracts.	M			

| 39 | Technical Planning Documentation | The contractor shall provide HRI with technical planning documentation for all buildings and locations for network connectivity to include:
• Design options for local or cloud-based device management
• Capacity requirements and design
• Access control configuration to the system components
• DMZ design
• A documented change management process
• Secure tier design for access to internal systems
• WLAN design and coverage maps for the Albany facility only; to include production and guest networks
• Configuration files to all components
• IP addressing design recommendations
• Network management and reporting functionality including:
   - Device status (up/down)
   - Device utilization
   - Historical Trending
   - Retention model for utilization statistics
• Vendor managed helpdesk and trouble ticket system and process flow.
• In addition, the vendor must follow best practices and standards (e.g. ITIL, COBIT, etc.)
   - To include but not be limited to clearly defined SLA/SLO definitions | M | | | |
| 40 | Planning | The vendor shall provide an implementation plan with a weekly schedule and resources involved (full implementation shall not exceed 180 days, with minimal downtime. All installation work will take place outside of normal business hours (8AM - 5PM Monday - Friday). | M | | | |

41	Planning	Each installation shall require that the contractor provide an installation plan, a draft notification statement of the work to be performed for HRI use, an acceptance test plan, and a standard list of check-points to review before the installation is accepted and handed over to HRI and considered to be operational.	M				
42	Training	The vendor shall provide hands-on, in-house training on the NMS for up to five [5] HRI staff members on the new hardware (e.g. latest network technology and features of the systems)	M				
43	Supporting Documentation	The vendor shall provide configuration documentation following best practices and standards for the deployed HRI components	M				
44	Planning	The vendor shall provide a support and transition plan for business continuity and disaster recovery	M				
45	Planning	The vendor shall provide capacity planning documentation to support current utilization trends and future growth	M				
46	Costs	The vendor shall provide an outline of annual costs per year for a multi-year contract. The outline shall include the initial costs to purchase the hardware and services, and managed services to include the planning and full installation/setup of all managed equipment.	M				
47	Service Level Objectives	The contractor shall provide network maintenance and repair hardware, including the provisioning of new hardware in accordance with best practices and the SLA criteria agreed upon between the contractor and HRI.	M				
48	Service Level Objectives	Post installation maintenance by vendor shall take place during scheduled maintenance windows. Currently HRI maintenance windows are between the hours of 5PM and 6AM.	M				

49	Service Level Objectives	Vendor shall deliver hardware maintenance contracts to provide replacement and/or spare parts to accommodate 24x7x365 operation with limited downtime to meet the SLA requirements.	M			
50	Service Level Objectives	All services under this contract shall be delivered by vendor and made available to HRI on a 7x24x365 basis.	M			
52	Service Level Objectives	Vendor's technical support must respond within 30 minutes of ticked request.	M			
53	Service Level Objectives	The vendor shall provide a documented escalation procedure.	M			
54	Service Level Objectives	A monthly report of the current hardware and network (LAN/WAN/ISP) trending data shall be provided to HRI by vendor with recommendations for upgrades that may be necessary to support additional users and/or to meet new system requirements. This will include the following recommendations: a. IOS patches or upgrades and the driver for the upgrade. b. End-of-Life (EoL) or End-of Sale (EoS) notifications from the equipment vendor(s). c. Product recommendations, if required. d. Technical support tickets.	M			
55	Service Level Objectives	Vendor's onsite response-time to a service call shall be two (2) hours or less from the time of the request to the time of arrival in the HRI facility.	M			
56	Uptime	The vendor shall provide : • A guaranteed annual uptime of 99.99% for all HRI locations.	M			

57	Support SLAs	Vendor guarantees that: • Critical incidents will be responded to immediately and resolved within one [1] hour from the time of occurrence. • Monthly reports of all incidents (critical and non-critical) will be submitted to HRI indicating: o Ticket Number, o Date of Incident, o Time of Incident, o Incident Type, o Description, o Incident Status, o Date of Resolution, o Time of Resolution.	M				
58	Device SLAs	Vendor guarantees that: • Device or spare parts replacements will be provided within 4 hours – for Critical incidents. • Device or spare parts replacements will be provided by next business day – for non-Critical incidents. • Reports of all spares and devices replaced, after the replacement of a device, will be submitted to HRI indicating: o Ticket Number, o Date of Failure, o Time of failure, o Incident Type, o Description, o Replacement Status, o Date of Replacement, o Time of Replacement	M				

* HRI Priority:
Mandatory (M) – Minimum required goods or services that HRI deems essential to the program.
Optional (O) – Goods or services that the Bidder must propose, but that HRI is not obligated to purchase.
Desirable (D) – Goods or services that HRI prefers, but that the Bidder is not obligated to propose.
Alternative (A) – An approach proposed by the Bidder that provides a different solution to the HRI need.