



**Solicitation Information
July 1, 2019**

RFP #7598870

TITLE: ENTERPRISE INTERNET SERVICE PROVIDER & CORE ETHERNET WAN SERVICES - DOA

SUBMISSION DEADLINE: JULY 29, 2019 11:00 AM (EASTERN TIME)

**PRE-BID/ PROPOSAL CONFERENCE:
MANDATORY: NO**

**DATE:
LOCATION:**

Questions concerning this solicitation must be received by the Division of Purchases at doa.purquestions15@purchasing.ri.gov no later than **July 9, 2019 5:00 PM (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED: No

PAYMENT AND PERFORMANCE BOND REQUIRED: No

ROBERT DEANGELIS, SENIOR BUYER

Applicants must register on-line at the State Purchasing Website at www.ridop.ri.gov

Note to Applicants:

Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Division of Information Technology (DoIT), is soliciting proposals from qualified firms to provide core transport services that are currently being supported by DOIT, to be inclusive of our primary Internet1, Internet2 and other external network connectivity, in accordance with the terms of this Request for Proposals (“RFP”) and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at www.ridop.ri.gov.

The initial contract period will begin approximately September 1, 2019 for three (3) years. The contract may then be renewed for up to two (2) additional 12-month periods based on vendor performance and the availability of funds. Vendor is to provide pricing for each of the two (2) additional 12-month periods.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, other than to name those offerors who have submitted proposals.

Instructions and Notifications to Offerors

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.
6. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for

all aspects of the work. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an "Affirmative Action Policy Statement."

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written "Affirmative Action Plan" prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the “Contract Compliance Report” (<http://odeo.ri.gov/documents/odeo-eeo-contract-compliance-report.pdf>), as well as the “Certificate of Compliance” (<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (<http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx>) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at www.gcd.ri.gov.

For further information, visit the Office of Diversity, Equity & Opportunity's website, at <http://odeo.ri.gov/> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email Dorinda.Keene@doa.ri.gov

SECTION 2. BACKGROUND

Wide Area and External Networking Connectivity Services

Services being sought are for Enterprise Internet Service Provider functionality, including Internet 1, Internet 2 and some of the Division of Information Technology's (DoIT's) Core high performance Ethernet WAN services; which shall be integrated as a single system for performance, continuity and security reasons. All existing peering that our customer base requires will be maintained and provided on-network to reduce Internet 1 and Internet 2 utilization as much as possible. All services are based on an aggregate bandwidth pricing model that will enable DoIT to subdivide and reallocate the total aggregate bandwidth within and external to the network on an as needed basis. All costs relevant for this service are to be inclusive in the bid response and in conformance to bid specifications listed herein. There shall be no additional charges for any future reconfiguration work as may be required to reallocate bandwidth both within the WAN and to external networks such as Internet1 and Internet2.

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

General Scope of Work

Vendor to provide all primary ISP and WAN networking services as presently exist for the State of RI - DoIT. Availability of such network services shall be 99.999% and include business continuity/disaster recovery functionality with documentation of the same. Network is to be fully operational by December 1, 2019 with no disruption of service during cutover from the existing network to the new one. Bandwidth pricing is to be for an aggregate amount versus per circuit, with the ability to reallocate and subdivide such total bandwidth as may be required by Division of Information Technology on either a planned or on demand basis.

Private Ethernet WAN Services

Vendor is to provide

- a private fiber optic mesh topology Ethernet WAN,
- currently with an aggregate 10G of bandwidth
- that can be dynamically subdivided and allocated among all existing and future endpoint locations,

- locations include, but not limited to all three Division of Information Technology CORE node locations:
 - the Rhode Island Division of Information Technology State Data Center (the State Data Center), 50 Service Ave., Warwick,
 - the Providence CORE at One Capitol Hill, Providence
 - the Pastore Center CORE on 6 Harrington Road in Cranston,
- Other locations may include, but not limited to
 - The Rhode Island Statehouse, 82 Smith Street, Providence
 - 311 Danielson Pike, Scituate
 - RI Dept. of Transportation Maintenance Headquarters, 360 Lincoln Ave, Warwick
 - DMV Middletown Office, 52 Valley Road, Middletown
 - DHS Providence Regional Family Center, 206 Elmwood Ave., Providence
 - DMV Safety & Emissions Control, 325 Melrose St. Providence
 - Dept. of Environmental Mgt Headquarters, 235 Promenade St. Providence
 - Woonsocket Regional Office, 217 Pond St, Woonsocket
- all Rhode Island public and private higher education institutions,
- all partnered Health Care institutions that do business with the State, and
- all public, municipal and state agencies.

Many peering partners have existing networks directly connected to the existing WAN and do not require external connectivity through Internet 1, Internet 2 or any other such entity to access. No communications between all existing entities on this private WAN shall transverse the Internet or by external means. The use of wireless or microwave technologies within this private network is not desired.

The network will

- support prioritized (as determined by DoIT) Ethernet data, voice and video traffic.
- The 10G bandwidth will be allocated via DoIT VLANS using vendor VPLS (or substantively similar) technology as required to support collaborative applications between any of the existing DoIT supported agencies, institutions of higher education, law enforcement entities, other branches of government and any other community anchor institutions the DoIT has need to connect to.
- Any future reconfiguration required to reallocate bandwidth among entities on this private WAN will be provided free of charge by the vendor within twenty-four hours of the initial request.
- All other existing external peered networks (such as presently exist between the hospitals and specialty external health organizations) shall be accessible to DoIT at no additional charge and shall traverse the private WAN in accordance to DoIT generated VLANS and bandwidth that is allocated (or reallocated) to support a particular application.
- All private peering with any external government or commercial entities shall be unmetered and not chargeable against the subscription rate.

- The charge model shall be for an aggregated 10G of bandwidth, not circuit based.
- A 1GE circuit should be divisible into 4 circuits at no additional cost.
- A 10G circuit shall be divisible into 6 circuits at no additional cost. Division of Information Technology can have multiple concurrent ISP peering sessions as long as the aggregate does not exceed the subscription rate.
- Any additional IP addresses as may be required in the future will be provided by vendor at no additional cost.
- Distributed Denial of Service [DDoS] Protection
 - Automatic detection and mitigation of DDoS attacks.
- 24x7x365 Network Monitoring and Network Operation Center Services.
- Portal to tools providing access to network traffic usage and traffic flow at a granular level.
- Access to training and technology events.

Redundancy, Business Continuity

To ensure business continuity, the WAN shall have redundant (diverse) aggregation points (AP's) capable of rerouting in the event of failure of either aggregation point. In addition, redundant routing and redundant circuits shall be provided to support seamless uninterrupted operation between any DoIT CORE node location, especially the State Data Center, and all other existing end point entities in the event of any circuit or campus failure at any location. All CORE node locations shall be immediately provided with two separate circuits to the WAN, each entering the building or campus from a different direction from a different vendor networking grid to ensure continued operation in the event of the failure of any portion of the vendor grid network (Dual Diverse Entrances).

Vendor is to utilize VPLS technology to ensure virtual reconfiguration per DoIT's requests. All endpoint optical wave division multiplexing equipment, fiber switch gear and optical to network conversion equipment to be supplied and maintained by vendor, and to be totally compatible with existing Division of Information Technology routers and data, voice and video applications. Each optical multiplexer port is to support up to 10G. To ensure business continuity all supplied equipment shall be redundant at sites to ensure continued operation in the event of any hardware failure. Vendor equipment handoff shall have the ability to be delivered in increments of 1G and 10G via fiber or copper, media and completely compatible with all existing DoIT networking endpoint hardware.

The vendor shall provide a secondary ISP peering session for a DR/Secondary site capable of the full subscription rate at no additional charge. The secondary site should be already in existence and must be on net. Total bandwidth shall not exceed the subscription rate.

Vendor shall provide Primary and Secondary DNS at no additional costs. The WAN will be continuously monitored at the very least from a local Network Operation

Center (NOC) in Rhode Island on a 24/7 basis at no additional charge to Division of Information Technology. Emergency response to any WAN component failure or other conditions as may affect performance or reliability shall be immediate and provided on a 24/7 basis. The mean time to repair any such failure shall not exceed 4 hours. All spare components including wave division multiplexors shall be stocked at the vendor's Rhode Island locations. All network utilization statistics, bandwidth measurements and associated logs will be available to the Division of Information Technology on a continuous basis. An incident response system will automatically escalate problem notification to specified DoIT staff and will also include any incident identification of any other connected member to the private WAN. Security within the WAN will be in strict accordance to SANS 20 and ISO 27002 standards, and other requirements as defined by the Division of Information Technology.

Systems Integration and Collaboration

The successful vendor will collaborate and consult at no charge with DoIT and other entities within the private WAN to ensure proper design, configuration and other implementation of new applications or proof of concept testing affecting all entities. In addition, vendor will assist the Division of Information Technology in the procurement and selection of any and all new or evolving Cisco equipment, software or services as may be required to develop such applications at no charge. The vendor will periodically provide training on new networking technologies to the Division of Information Technology staff and shall provide an open forum to promote new collaborative initiatives, applications and technology as may benefit Division of Information Technology and other members of the private WAN. Associated costs shall be inclusive in bid services price. Vendor shall provide direct on-net fiber peering relationships via the Northern Crossroads (NoX) to high traffic sites such as Akamai, Microsoft Azure, Google, AWS, etc. Vendor shall provide access to the Internet 2 Net+ Suite of Services via free Internet 2 circuits. This is to include access to services such as National Federated Identity and Authentication services, Internet 2 Public cloud services like Box.net, Amazon Web Services, Educational Tools, etc. and access to Aastra/level3 hosted PBX and SIP phone services.

Technology and Demarcation Locations

All fiber circuits are to support a minimum of 10G bandwidth high performance Ethernet service. All technology is to be currently available and operational at time of bid award. Any installation / upgrades / expansion will not require additional changes or revised Division of Information Technology premise interface equipment. At each DoIT CORE node location, the vendor is responsible for all conduit, equipment racks (with PDU's), fibers, fiber optic patch panels, terminators and any other appurtenant materials and labor as required to terminate the fiber and house Vendor supplied hardware at that demarcation location. In addition, the Vendor is responsible for supplying appropriately sized UPS units to support their provided equipment at each DoIT location unless a full room system is already available. All fiber and associated Vendor hardware will terminate in demarcation points defined by DoIT for each of its CORE node locations. The demarcation location at the State Data

Center in Warwick will be shared by a number of public institutions on this connected WAN transport network, and all cross-agency connections must be coordinated and negotiated by the vendor in the form of a Memo of Understanding (MOU) or other appropriate legal document with State of Rhode Island Department of Administration Division of Information Technology Senior management and management at that facility. Such agreement will contain provisions that will permit the installation of multiple public agencies networking and systems equipment as may be required at that site, and also have provisions for power, adequate cooling and other environmental conditions required for the successful operation of this equipment. Access to the locations are controlled and at the discretion of the State of Rhode Island, Department of Administration and DoIT.

The Vendor is responsible for any costs associated with the uninterrupted continuation of this cross-agency WAN transport environment and an integrated end to end redundant virtual connection of up to 10G between the Division of Information Technology and all connected public agencies over the private WAN.

The demarcation-point for all fiber and vendor supplied termination equipment (such as wave division multiplexors, switches etc.) at the Division of Information Technology's Warwick Datacenter shall be in the Data Center in Room 150. As noted, different fiber paths (dual diverse entrance) are required to enter the Warwick campus from different directions to ensure redundancy in the event of any grid failure within the external vendor network. Demarcation points for Division of Information Technology's Providence Datacenter to be in the existing basement server room, also with diverse entrances into the building. The demarcation point for Division of Information Technology's Pastore Campus Datacenter shall be in the basement MDF at Simpson Hall, which also houses the Division of Information Technology's primary phone system. This demarcation must also have full capabilities for dual entrances to the building from the vendor's grid. Vendor must negotiate MOU's with all end point locations currently connected to Division of Information Technology's ISP / WAN Transport network.

Performance Requirements

The vendors will provide Service Level Agreement (SLA) that documents the performance and reliability of their hardware/fiber optic integrated WAN. The SLA is to indicate as a minimum guaranteed latency, packet loss, throughput related specifications and availability as defined as the total time the service is available over a 365-day period. Service is considered unavailable when the bit error ratio is worse than 1×10^{-3} for ten consecutive seconds. All hours of operation and guaranteed response times are to be included also. Vendor is to include in price any appurtenant permits, fees, rights of way or other construction costs including any occupancy or access charges as may be incurred by vendor.

This bid is for Enterprise ISP and Core WAN transport service only and is **not** a construction project for the Division of Information Technology.

Internet1, Internet2 (non-commercial) NOX & NEREN Networking Connectivity

In order to support our partner agencies and co-located tenants at the State Datacenter, the private Ethernet WAN is to have direct connectivity from the private WAN via configurable virtual technology to

- The commodity Internet network [Internet 1],
- The research (non-commercial) Internet network [Internet 2]
- The regional NorthEast Research and Education Network [NEREN]
- The Northern Crossroads: Advanced Research and Education Network of New England [NOX]
- Peering/caching services to Microsoft, Google, Akamai, AWS
- Express Route Services to Microsoft Azure

The network shall be designed to automatically route traffic based on most cost-effective efficient routes.

Internet 1

Internet 1 bandwidth currently needs to be

- an aggregate continuous 2.0 Gigabits/sec bandwidth
- with automatic 50% burst capability as required by demand to 3.0 Gb/sec.
- The solutions must be expandable well beyond 2 Gb/sec. Thus, the solution must be able to scale easily and readily.
- There shall be no charge or time limitation for burst utilization and such utilization will continue to be at least 50% of Internet 1 bandwidth if such bandwidth were to increase in the future.
- It is the desire of DoIT that the vendor handoff interfaces would be a minimum of 10Gb.
- The total bandwidth will be an aggregate of 2.0 Gb capable of being dynamically subdivided and reallocated in any amount as required to any combination of the Division of Information Technology(DoIT)'s CORE node locations which terminate Internet traffic.
- It is the intention of DoIT to have Internet traffic terminate at **multiple** CORE node locations. Internet service will be aggregated to multiple locations throughout the state.
- It is required that any changes to such subdivision of aggregate Internet 1 resources be capable of being reconfigured within 2 hours.
- The Vendor is to provide, coordinate, obtain and install all required BGP routing and AS designations within the network as required for any redistribution of bandwidth availability.
- **Vendor shall be responsible for any costs associated with future reconfiguration as may be required by the vendor to enable this functionality.**
- **The vendor solution must be able to scale as requested.**

Internet-1 availability must be 100% with the automatic redirection of services to any Division of Information Technology's CORE node locations which terminate Internet traffic in the event of site unavailability at any of these locations. To ensure continuous operation with no disruption to all business operations at the Division of Information Technology, the private WAN and all external connectivity to Internet1 and 2, the NOX and NEREN must be fully functional by December 1, 2019.

Internet 2

The Internet 2 bandwidth is to be

- a minimum aggregate 2.0 Gb/sec that is
- capable of being subdivided and reallocated to the same three locations as Internet 1 under the same conditions.
- The Internet 2 network will also serve as a backup network to other Internet 1 nodes in the event of a local or regional failure of the Internet 1 network.
- The vendor shall be a qualified member of Internet 2 and be approved to provide direct access to the Internet 2 network from the Division of Information Technology's private WAN.
- In addition, the vendor shall provide all SEGP and Net+ services offered by Internet 2 to all qualifying research institution and regional consortiums.
- The Vendor must provide access to all Internet 2 advanced layer 3 services.

The vendor must provide seamless 2 Gb/sec connectivity directly from the private WAN to the regional NEREN network. In addition, the vendor must directly peer with the NOX in Boston and be eligible to collaborate with such organization for all available services and other peering networks that the NOX is presently connected to.

Single Point of Administration of Internet1 (Commercial) and Internet 2 networks

Internet access must support Internet1 (Commercial) and Internet2 over the same transport to avoid duplication of services. Internet access must ensure routing that is engineered to prefer Internet2 routes (highest bandwidth, lowest cost) over commodity Internet routes. There must be a singular management environment for configuration, change management and reporting. Routing tables must be high performance/optimized. There must be peering with multiple Internet1 commercial providers (in addition to vendor) for performance and redundancy.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive

SECTION 4: PROPOSAL

A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

1. **Staff Qualifications** – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field Wide Area Network implementation and large capacity Internet Service delivery.
2. **Capability, Capacity, and Qualifications of the Offeror** - Please provide a detailed description of the Vendor's experience as a 3rd Wide Area Network Service Provider and Internet Service Provider.

A list of relevant client references must be provided.

Include:

client names,
addresses,
phone numbers,
dates of service and
type(s) of service(s) provided.

3. **Work Plan** - Please describe in detail, the framework for delivery of Services requested in **General Scope of Work**
4. **Approach/Methodology** – Define in detail the technical approach to be used and the methodology to be used for the delivery of the Services requested in **General Scope of Work**

B. Presentation / Interview

Qualified Vendors will be required to provide an on-site Presentation and Interview based upon an agreed upon agenda. The Vendor will be notified upon completion of the review of the Technical Proposals

C. Cost Proposal

Detailed Cost and Cost Narrative:

Total price to include all of the following services (vendor shall provide one total project cost):

- 10G aggregate dynamically allocated bandwidth within the private WAN as described (individual fixed circuit-based costs per location are not acceptable)
- 2Gb aggregate dynamically allocated I1 bandwidth burstable to 3Gb as described (individual fixed Internet charges for each location are not acceptable)
- Minimum 2Gb aggregate dynamically allocated I2 bandwidth as described
- 2G bandwidth allocation on regional NEREN network
- Direct peering with NOX network in Boston
- Any costs associated with future reconfiguration or other related charges as may be required by the Division of Information Technology to reallocate and subdivide either its internal or external bandwidth shall be included in the vendors total price.
- There shall be no MOU or related contractual charges as may be required for the Division of Information Technology to have direct connectivity with other organizations on the network.
- There shall be no connection charges for any future on-net services such as Akamai, NetFlix etc.
- There shall be no increase in Division of Information Technology rates in the eventuality of any future infrastructure upgrade by vendor.
- All existing functionality to other entities and their peering collaborations are to be maintained.
- Network must conform to all requirements with no exceptions.
- Award to be for three (3) years, from September 1, 2019 to August 31, 2022 with the option to renew for two (2) additional one-year terms.
- Vendor to provide costs for each of the two (2) additional 12-month periods at the time of this proposal.
- Qualified Vendors will be required to provide an on-site Presentation and Interview based upon an agreed upon agenda. The Vendor will be notified upon completion of the review of the Technical Proposals.
- In submitting a response to this RFP, vendors shall provide for “Favored Customer Status” for the Division of Information Technology. This clause requires that any time Vendor lowers or provides lower prices for such similar services as may be contracted for under this RFP; Vendor will offer such lower prices immediately to the Division of Information Technology in the form of lower Fees. Additionally, as new technologies evolve during the term of this contract arising out of this RFP, vendor will make such technology available (at the Division of Information Technology’s option) to Division of Information Technology at no additional cost.
- Vendor to bill for services incrementally throughout each 12-month period (i.e., quarterly, monthly or other mutually agreed upon term).

D. ISBE Proposal

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

SECTION 5: EVALUATION AND SELECTION

Proposals shall be reviewed by a technical evaluation committee (“TEC”) comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 44 points (80%) out of a maximum of 55 points to advance to the Presentation / Interview phase. Any Technical proposals scoring less than 44 points shall not advance to the Presentation / Interview phase. The proposal will be dropped from further consideration.

Presentation / Interview phase must receive a minimum of 16 points (80%) out of the maximum of 20 points to advance to the Cost Phase. Any Presentation / Interview proposals scoring less than 16 points shall not advance to the Cost phase. The proposal will be dropped from further consideration.

After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

Proposals shall be reviewed and scored based upon the following criteria:

Technical Qualifications	20 Points
Capability, Capacity, and Qualifications of the Offeror	15 Points
Work Plan	10 Points
Approach	10 Points

Total Possible Technical Points	55 Points
Presentation / Interview	20 Points
Total Possible Technical & Presentation/Interview Points	75 Points
Cost Proposal *	25 Points
Total Possible Evaluation Points	100 Points
ISBE Participation**	6 Bonus Points
Total Possible Points	106 Points

***Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are twenty-five (25), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 25 = 16.25$$

****ISBE Participation Evaluation:**

a. Calculation of ISBE Participation Rate

1. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example, if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
2. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE vendor by the ISBE vendor's total

contract price. For example, if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

b. Points for ISBE Participation Rate:

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

(Vendor's ISBE participation rate ÷ Highest ISBE participation rate

X Maximum ISBE participation points)

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive $(12\% \div 20\%) \times 6$ which equals 3.6 points.

General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

SECTION 6. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at doa.purquestions15@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP #7598870** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 7. PROPOSAL CONTENTS

A. Proposals shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.ridop.ri.gov. *Do not include any copies in the Technical or Cost proposals.*
2. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at

<http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. Do not include any copies in the Technical or Cost proposals.

3. A completed State of Rhode Island Security Questionnaire. (*Zip File Attached*)
4. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*
5. Technical Proposal - describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The technical proposal is limited to six (6) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
 - a. One (1) Electronic copy on a CD-R, marked “Technical Proposal - Original”.
 - b. One (1) printed paper copy, marked “Technical Proposal -Original” and signed.
 - c. Six (6) printed paper copies
6. Cost Proposal - A separate, signed and sealed cost proposal reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
 - a. One (1) Electronic copy on a CD-R, marked “Cost Proposal -Original”.
 - b. One (1) printed paper copy, marked “Cost Proposal -Original” and signed.
 - c. Six (6) printed paper copies

B. Formatting of proposal response contents should consist of the following:

- A. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 - a. Vendor’s name
 - b. RFP #
 - c. RFP Title
 - d. Proposal type (e.g., technical proposal or cost proposal)
 - e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase’s inability to open or read a CD-R may be grounds for rejection of a Vendor’s proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it “non-responsive”. USB Drives or

any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

B. Formatting of written documents and printed copies:

- a.** For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1” margins on white 8.5”x 11” paper using a font of 12-point Calibri or 12-point Times New Roman.
- b.** All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor’s name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
- c.** The cost proposal shall be typed using the formatting provided on the provided template.
- d.** Printed copies are to be only bound with removable binder clips.

SECTION 8. PROPOSAL SUBMISSION

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7598870** to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State's best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded for this RFP. The State's General Conditions of Purchases can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

A. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.



**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
ONE CAPITOL HILL
PROVIDENCE, RHODE ISLAND 02908**

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:

Type of RI Certification: MBE WBE Disability Business Enterprise

Address:

Point of Contact:

Telephone:

Email:

Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:

Total Contract Value (\$):

Subcontract Value (\$):

ISBE Participation Rate (%):

Anticipated Date of Performance:

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature

Title

Date

Subcontractor/Supplier Signature

Title

Date

STATE OF RHODE ISLAND requires all third parties that handle STATE OF RHODE ISLAND citizen information to complete this security questionnaire. The questionnaire is based on the NIST (National Institute for Standards and Technology). The goal is to confirm that each third-party partner follow industry-recommended security processes and controls to protect potentially sensitive information collected and processed on behalf of the STATE OF RHODE ISLAND. Please note that STATE OF RHODE ISLAND reserves the right to perform an external vulnerability and/or penetration test to confirm the security posture of the services provided to the STATE OF RHODE ISLAND.

Please answer the questions below. If you already have a standard document describing your security processes and controls, you can attach it instead of answering the below questions. Your answers do not need to be long but they should contain enough detail to outline your security posture in regards to the services or goods you propose to offer.

Requirement Number	Functional Requirements	Spec / Detail	Vendor Comments/Response
11.001	General	Is there a government only version of the services or goods you propose to offer?	
11.002	General	What is your data governance?	
11.003	General	What are the type of firewalls (or application gateways) used? How are they monitored?	
11.004	General	What type of Intrusion Detection System/Intrusion Protection Systems (IDS/IPS) is used? How are they monitored/managed?	
11.005	General	Does the company perform penetration testing of the service? If yes, how frequently are penetration tests performed? Are the tests performed by internal resources or by a third party?	
11.006	General	Please provide Support Process and procedure.	
11.007	General	Please provide Trouble Ticket Process and procedures.	
11.008	Availability	Is the hosted solution architected for high availability with infrastructure and network redundancy?	
11.009	Availability	What are the data backup policies and procedures? How frequently are the backup procedures verified?	
11.010	Availability	Is the system and network architecture based on a high availability design that includes redundant firewalls, routers, switches and IDS, and load balanced or clustered servers?	
11.011	Availability	Please describe disaster Recovery plan and procedures, including: --Disasters Occurring at Primary/Secondary Hosting Facilities --Data Backup Procedures --Whether warm or hot backups are available	PLEASE DELETE THIS TEXT BEFORE RESPONDING <i>Sample Response:</i> <i>There is a nightly backup onsite at the Rackspace hosting facility in Dallas, TX. Every Wednesday, Rackspace sends all backup tapes to our account with Iron Mountain. There is an 11-week rotation of backups stored at an offsite facility. Onsite backups can be restored within 6 hours of request depending upon size of database and attached documents. Offsite backups are restored within 12-24 hours again depending upon size of database and attached documents. NOTE: The backups are encrypted and can only be read with the correct encryption keys.</i>
11.012	Availability	Does the data center have and HVAC fire extinguishing system?	
11.013	Availability	Does the datacenter and the area providing services have a generator?	
11.014	Confidentiality	How is the data center and application secured?	

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Please answer the questions below. If you already have a standard document describing your security processes and controls, you can attach it instead of answering the below questions. Your answers do not need to be long but they should contain enough detail to outline your security posture in regards to the services or goods you propose to offer.

Requirement Number	Functional Requirements	Spec / Detail	Vendor Comments/Response
11.015	Confidentiality	What are the procedures and policies used to approve, grant, monitor and revoke access to the servers? Are audit logs maintained?	
11.016	Confidentiality	What are the procedures used to approve, grant, monitor, and revoke file permissions for production data and executable code?	
11.017	Confidentiality	What are the customer confidentiality policies? How are they enforced?	
11.018	Confidentiality	What are the procedures and policies for handling and destroying sensitive data on electronic and printed media?	
11.019	Confidentiality	Is two-factor authentication used for administrative control of all security devices and critical information systems?	
11.020	Confidentiality	How does the company control physical and electronic access to the log files? Are log files consolidated to single servers?	
11.021	Confidentiality	Is there Keycard protocols, biometric scanning protocols and round-the-clock interior and exterior surveillance monitor access?	
11.022	Confidentiality	Are only authorized data center personnel granted access credentials to data centers? Are unauthorized visitors allowed in the production area without prior clearance and an appropriate escort?	
11.023	Confidentiality	Do data center employee undergoes multiple and thorough background security checks before they're hired?	
11.024	Integrity	Has a SAS70, SSAE16, SOC, PCI or similar review been completed?	
11.025	Integrity	Who configures and deploys the servers? Are the configuration procedures available for review / scanning including documentation for all registry settings?	
11.026	Integrity	What are the policies and procedures for hardening servers?	
11.027	Integrity	How current would the data be (RPO) and what is the restoration time (RTO) of the data that was restored?	
11.028	Integrity	Is testing done after changes are made to servers? What are the rollback procedures in the event of problems resulting from installing a patch or Service Pack?	
11.029	Integrity	What are the set of controls to ensure separation of data and security information between different customers that are physically located in the same data center?	

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Please answer the questions below. If you already have a standard document describing your security processes and controls, you can attach it instead of answering the below questions. Your answers do not need to be long but they should contain enough detail to outline your security posture in regards to the services or goods you propose to offer.

Requirement Number	Functional Requirements	Spec / Detail	Vendor Comments/Response
11.030	Integrity	How are virus prevention, detection, correction, and updates handled for the products?	

Req #	Bidder Comment / Note About Response Above