



State Universities Retirement System
Managed Security Service (MSS)
Proposal

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1.0 Instructions to Bidders

- 1) For the purposes of this RFP, the term "supplier" will refer to the bidder selected as a result of this RFP process.
- 2) This RFP is an invitation to your company to submit a proposal in accordance with the requirements contained herein. The RFP is not a commitment by State Universities Retirement System to enter into a contract with any vendor that submits a compliant proposal. Costs for developing proposals are entirely your responsibility and will not, under any circumstances, be transferred to State Universities Retirement System or any other affiliated organization. State Universities Retirement System assumes no liability for any costs incurred by you in preparing, presenting, demonstrating the proposal evaluation or award, or any other aspect of the process.
- 3) Before submitting your proposal and price quotation, you should carefully examine the scope of the work to be done and the difficulties involved in its proper execution. This is so that you include in your bid all costs you deem proper and sufficient to cover all contingencies essential to the installation of the proposed system, notwithstanding that every item or contingency is not specifically mentioned herein.
- 4) Your price quotation must be comprehensive. It must include all costs incidental to the successful procurement, installation and operation of the proposed system. You shall determine from careful examination, the methods, materials, labor and equipment needed to perform the work in full and you must reflect the same in your proposal and price quotation. Any costs not stated in your proposal will be borne by you, unless specifically agreed to by State Universities Retirement System.
- 5) If you fail either to include in the quoted price, or to deliver to State Universities Retirement System, any components or features that are necessary to make the system perform as proposed in your response to the RFP, you will be required to install the same at your own expense.
- 6) You may not make any public announcements or news releases pertaining to your company's intent to enter into an agreement without State Universities Retirement System's prior written permission.
- 7) During the evaluation of your proposal, State Universities Retirement System may request that you submit supplemental information. Any supplemental information that you provide must be in writing and will become part of your proposal.
- 8) You will be required to support the post cutover pricing for each piece of equipment identified in your proposal, whether installed initially or not, for a period of one year from the date of acceptance of the system.
- 9) Unless otherwise stipulated, you shall provide and pay for all materials, labor, tools, equipment, transportation and other facilities necessary to perform and complete the work.
- 10) You must include a copy of your standard terms and conditions as part of the system proposal for informational purposes only. These terms and conditions will have no bearing on the final contract.
- 11) All materials submitted by you in response to this RFP shall become State Universities Retirement System's property on receipt. Notwithstanding the foregoing, you may request the return of an unsuccessful proposal by noting the request in writing at the time you submit your proposal. If so requested, State Universities Retirement System will return an unsuccessful proposal promptly after State Universities Retirement System executes a final agreement for the system.
- 12) You must respond to this RFP in the same format as it is presented. Each item in this RFP must be addressed. To make it easier to compare and evaluate responses, you must use the

same outline structure, indicating your response immediately following each question in the appropriate sequence.

- 13) Each proposal must include an executive summary and a cover letter signed by an authorized company executive. An overall summation of the product(s) proposed should be included.
- 14) Please submit supporting documentation as appendixes to your proposal. All responses that refer to procedures, documentation and technical manuals submitted with the proposal must identify the specific page and paragraph in the referenced document. However, this approach does not relieve the vendor from describing its method of compliance in the body of the proposal.
- 15) The inability to meet any specific requirement must be clearly indicated and any alternative method thoroughly explained. Even if you are able to meet a requirement, but feel that an alternative method will satisfy the needs of the system better, you should respond with the requested method. Alternative methods and approaches should be included in a separate section at the end of the proposal.
- 16) You are advised to read this RFP carefully. Any and all exceptions to an item in this specification MUST be duly noted and explained in the response. Failure to make exception of any item shall be considered as both the ability and the intention to fully comply with that item at the quoted price.
- 17) Although State Universities Retirement System reserves the right to negotiate pricing, understand that the price included in your response will be used when evaluating your proposal.
- 18) Proposals must be received by or before 4:30 p.m. (CST/CDT) by date listed below in #26 Project Schedule. Proposals received after this time and date will not be considered.
- 19) Proposals will remain firm and valid for ninety (90) days after the due date indicated in #26 Project Schedule, Notification of award, or any extension granted thereof.
- 20) Proposals must be delivered as follows:
 - Electronic copy to bcampbell@surs.org
- 21) Oral or telephone modifications or corrections to submitted proposals will not be considered.
- 22) Questions about this RFP can only be directed, via e-mail, to:
 - bcampbell@surs.org
- 23) Any vendor that discovers an ambiguity, inconsistency, error or omission on examining the RFP shall promptly notify State Universities Retirement System by submitting a written notification to bcampbell@surs.org.
 - Any interpretation of, or correction or change to the RFP will be made by written addendum to the RFP. Addenda will be posted on SURS website www.surs.org.
 - Questions must be received by the "Last date for inquiries" date listed below in #26-b Project Schedule or they may not be answered.
 - Answers to questions from potential bidders, if considered informative, will be provided to all bidders via SURS website www.surs.org.
- 24) Bidders are advised that the selection process may require an oral presentation and site visits to headquarter facilities, operating locations and/or branch offices.
- 25) The award of this RFP will be based on technical quality, ability to meet the required installation schedule, financial capability, work history, references, quotation compliance,

price, quotation completeness and other criteria as determined by State Universities Retirement System.

You will be notified regarding the disposition of your proposal within 45 days of receipt and after State Universities Retirement System has reviewed all proposals.

- a) State Universities Retirement System will request any clarifications or questions about inconsistencies or omissions from your proposal via email, unless the proposal is rejected as not being in compliance.

State Universities Retirement System reserves the right to:

- b) Revise or recall this RFP.**
- c) Reject any or all bids, to negotiate separately with competing contractors and to award a contract in the best interest of State Universities Retirement System.**
- d) Accept any proposal, irrespective of price, and waive any informality in a proposal.**
- e) Accept any portion, the entire portion or no portion of a proposal. Each portion should be exclusive, to be used with any other part of any other proposal from any other vendor. This document shall in no way be construed to convey a guarantee of work for any vendor.**
- f) Add anytime (priced on a unit cost basis) to your proposal, negotiate additional items to be included in your proposal or delete items from your proposal.**
- g) Extend the system cutover date.**
- h) Solicit additional bids for any peripheral applications addressed in this RFP.**

26) The Projected Schedule for this RFP process is as follows (times are 4:30pm CST/CDT):

- a) RFP Posted — 08/14/12
- b) Last date for inquiries — 8/30/12
- c) Proposals due — 09/04/12
- d) Notification of award not before — 09/07/12

27) Proposal Format — Proposals should contain the following minimum information:

- a) Introduction
- b) Executive Summary
- c) Vendor Information
- d) Proposed Solution
- e) Services and Support

2.0 Project Background

2.1 Overview

External threats and ever changing regulatory standards such as HIPPA, ISO, PCI and others, are requiring greater effort to control. SURS is looking to turn to a Managed Security Service to efficiently handle the round-the-clock monitoring and management. Systems include Cisco ASA, Windows Servers, IBM iSeries, SANS, and VMWare servers.

SURS will award the contract to the vender that can cost effectively and reliably deliver on the services as outlined below in section 2.3 Scope of Work, Specifications and Requirements.

2.2 Business Drivers

Key expectations:

- **Quality & Effectiveness** - Ease of deployment, quality and effectiveness of monitoring and alerting, and reporting and problem resolution.
- **Service** - Must be able to monitor, analyze and respond to security events around the clock while preserving the confidentiality, availability and integrity of our information.

2.3 Scope of Work, Specifications and Requirements

Services/Support:

- Installation Hardware & Software
- Network Intrusion Prevention and Detection (IDS/IPS)
 - 24x7x365 monitoring
 - Blocking of malicious Internet activity
 - Signature tuning and maintenance
 - Reporting
- Log Monitoring
 - Monitoring, correlation and incident response (correlation of up to 30 devices including Windows Servers and iSeries, monitor and incident response on up to 10 devices)
 - Remediation (up to 10 devices)
 - Security and compliance reporting
- Firewall Management (high-availability pair)
 - Device provisioning, deployment, upgrades and patch management
 - Tuning and configuration management/co-management
 - Event monitoring and analysis

- Maintenance, backup and recovery
 - Backup and recovery
 - Analysis and response to firewall security and health events
 - Comprehensive reporting
- Customer Portal
- 24/7/365 Service Coverage
- Warranty Coverage
- Support of any Hardware and Software
 - 1 year pricing
 - 3 year pricing
 - 5 year pricing

3.0 Vendor Provided Information - Required

Sections 3.1 – 5.4 must be completed by the vendor in order for your RFP response to be considered. The responses may be included in this document or in a separate document as long as the answers are provided in the sequence shown below.

3.1 Company Profile

3.1.1 Identifying Information

Please provide the following:

- Company name
- Address
- Telephone number
- Fax number
- Contact name
- Contact title
- Year company founded
- Sales for the prior 12 months
- Number of employees
- Number dedicated to customer service
- Office locations

3.1.2 History and Description

Please provide a brief history of your company and a description of its current business focus.

3.1.3 Company Vision and Direction

Please describe your company's strategy and how it plans to achieve a market leadership position.

3.1.4 Product Vision and Direction

Please describe your product road map and how it reflects market trends and customer needs. Explain how frequently new products and upgrades are rolled out.

3.1.5 Legal Matters

Please list any active lawsuits or any other litigation pending against your company and include any settlements within the last 12 months.

3.2 References

Provide contact information for three references with installations similar in size and scope to that proposed here.

4.0 Proposed Solution

4.1 Overview and Proposed Solution

Please provide an overall description of the proposed solution that shows how the components fit together.

4.2 Component Description

Please provide a brief description of the proposed components.

5.0 Services and Support

5.1 Professional Services

- Describe your implementation approach, project management tools and methodologies for the proposed solution.
- Are the staff members involved in implementing the proposed solution employees of your company? If not, provide a profile of the third-party partner, its financials and the number of employees.
- Describe your market expertise in implementing VERTICAL MARKET solution.

5.2 Training

- Describe the training that accompanies the implementation of the system.

5.3 Maintenance

- Do you have a support facility in the SPECIFY area? Describe facilities, staffing and so on.
- Do you have a 24/7 help desk? Where is it located? Is it staffed by your own employees or is it a third-party facility? Briefly discuss staffing numbers, background of agents and so on.
- Discuss the maintenance programs available. Do you offer on-site support? Highlight a program recommended for State Universities Retirement System. What are price differences between programs?
- Do you provide maintenance/support on customization implemented during the initial installation?
- Does the maintenance program cover all future upgrades? Explain.
- Discuss your service call escalation policy — Level 1, Level 2 and so on.
- Historically, what percentage of service/support calls can be resolved remotely?

5.4 Warranty

- Describe the warranty offered with your proposed solution.
- Do the same support commitments apply during the warranty period (that is, response time, and so on) as during the maintenance contract period?

6.0 EVALUATION PROCESS

The evaluation team will consist of State Universities Retirement System personnel or other individuals with the appropriate expertise. The evaluation team members will read and evaluate the proposals and presentations. The team will make a recommendation to the Executive Team of State Universities Retirement System. With the Executive Team's approval, State Universities Retirement System will issue a Letter of Intent to the successful respondent. The negotiation process, i.e. determination of final project scope, terms and conditions and financial and legal issues, will begin immediately following the issuance of the Letter of Intent.

7.0 CONTRACT REQUIREMENTS

7.1 General

- Costs for Proposal Preparation; State Universities Retirement System is not liable for any costs incurred by a respondent in preparing or submitting a proposal, or in preparing the contract or for any finder's fee, regardless of whether we accept a proposal.
- Right to Submitted Material; All responses, inquiries or correspondence relating to or in reference to the RFP, and all other reports, charts, displays, schedules, exhibits and other material submitted as part of a proposal will become the property of State Universities Retirement System when received.
- Competitive Offer; Pursuant to State law, and under penalty of perjury, the signer of any proposal submitted in response to the RFP thereby certifies that this proposal has not been arrived at collusively or otherwise in violation of either Federal or State antitrust laws.

7.2 Warranties

- State Universities Retirement System expects all equipment used in the project will have normal manufacturers or construction warranties appropriate to the project. They do not expect the extension of additional warranties beyond those indicated unless the individual project dictates such extension.

All documents are subject to review by the Executive Team of State Universities Retirement System and their legal counsel before approval of a recommendation.

8.0 APPENDICES

The respondent can request any existing documents or information that will assist them in the preparation of the response to this RFP. Please forward any request to:

Contact Name: Byron Campbell
E-mail: bcampbell@surs.org

Any documents we provide were accurate at the time they were prepared. State Universities Retirement System does not warrant that all physical specifications reflect all interim modifications.

- 8.1 Certificate of Compliance With Illinois Human Rights Act (see attached)**
- 8.2 Certificate of Compliance with Illinois Drug-Free Workplace Act (see attached)**
- 8.3 Certificate of Eligibility to Contract (see attached)**

Certificate of Compliance
With Illinois Human Rights Act

_____, [contractor], hereby certify pursuant to P.A. 87-1257,

the Illinois Human Rights Act, that (he, she, it) has adopted a written sexual harassment policy that includes at a minimum the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under Illinois law; (iii) a description of sexual harassment, utilizing examples; (iv) internal complaint process including penalty; (v) the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of the Illinois Human Rights Act.

By: _____

Its: _____

Date: _____

[Contractors with 25 or More Employees]

**CERTIFICATE OF COMPLIANCE WITH
ILLINOIS DRUG-FREE WORKPLACE ACT**

_____, [contractor], having 25 or more employees, does hereby certify pursuant to section 3 of the *Illinois Drug-Free Workplace Act* (Ill. Rev. Stat. ch. 127, par. 132.313) that [he, she, it] shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the *Illinois Drug-Free Workplace Act* and, further certifies, that [he, she, it] is not ineligible for award of this contract by reason of debarment for a violation of the *Illinois Drug-Free Workplace Act*.

Date _____

Contractor _____

SUBSCRIBED AND SWORN TO before me

This _____ day of _____, 20_____

NOTARY PUBLIC

CERTIFICATE OF ELIGIBILITY TO CONTRACT

_____, [contractor], pursuant to section 33E-11 of the Illinois Criminal Code of 1961 as amended, hereby certifies that neither [he, she, it] nor any of [his, her, its] partners, officers, or owners of [his, her, its] business has been convicted in the past five (5) years of the offense of bid-rigging under section 33E-3 of the Illinois Criminal Code of 1961 as amended; that neither [he, she, it] nor any of [his, her, its] partners, officers or owners has ever been convicted of the offense of bid-rotating under section 33E-4 of the Illinois Criminal Code of 1961 as amended; and that neither [he, she, it] nor any of [his, her, its] partners, officers or owners has ever been convicted of bribing or attempting to bribe an officer or an employee of the State of Illinois, or has made an admission of guilt of such conduct which is a matter of record.

Date _____

Contractor _____

SUBSCRIBED AND SWORN TO before me

This _____ day of _____, 20_____

NOTARY PUBLIC