



**DELIVER TO:**

**VICTOR VALLEY COMMUNITY COLLEGE DISTRICT  
ADMIN SERVICES BLDG. 10  
JOHN NAHLEN VP  
18422 BEAR VALLEY ROAD  
VICTORVILLE, CA 92395-5850**

**REQUEST FOR PROPOSAL (RFP)**

**DATE: JANUARY 28, 2022**

**PROJECT: MANAGED INFORMATION SECURITY SYSTEM SERVICES**

**PROPOSAL SUBMITTAL: TUESDAY MARCH 4, 2022 BY 2:00 P.M.**

**ZOOM LINK WILL BE PROVIDED ON OUR FACILITIES WEBPAGE**

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## INTRODUCTION

Victor Valley Community College District invites interested parties to submit a Proposal for a multiyear contract with a company to provide Managed Information Security services including but not limited to strategic direction, architecture, implementation, 24/7 SOC (Security Operation Center) support, security software and license monitoring, email security, and full responsibility for the ongoing operational support of VVC's Information Security efforts.

This solicitation seeks responses from qualified companies to provide VVC with comprehensive Managed Information Security services which will position the College to take advantage of emerging technologies and provide a better Information Security posture for faculty, staff and students.

Additionally, VVC wishes to create efficiencies by leveraging technology and managed services to support VVC core mission and vision.

## ORGANIZATION INFORMATION (“ABOUT US”)

Victor Valley College District is located at 18422 Bear Valley Road, Victorville, CA 92395-5850

Number of Students: **8600**

Number of Employees: **1000**

Initial System Deployment: Enterprise wide with a mutually agreed pilot implementation

Current number of buildings applicable: Campus Wide Solution. (We don't want to restrict ourselves to number of buildings)

Current space square footage applicable for this solution: Campus Wide Solution. (We don't want a square foot-based solution)

## PROJECT SCOPE

The Victor Valley Community College District (VVC) seeks to enter into a multiyear contract with a company to provide Managed Information Security services including but not limited to strategic direction, architecture, implementation, 24/7 SOC (Security Operation Center) support, security software and license monitoring, email security, and full responsibility for the ongoing operational support of VVC's Information Security efforts. This solicitation seeks responses from qualified companies to provide VVC with comprehensive Managed Information Security services which will position the College to take advantage of emerging technologies and provide a better Information Security posture for faculty, staff and students. Additionally, VVC wishes to create efficiencies by leveraging technology and managed services to support of VVC's core mission and vision.

### Current Information Security Solutions and Services

- Network Managers provide security services.
- Third-party provides IT security auditing and assessment
- Multiple Security products from Vendors such as Aruba, Palo Alto Networks, Microsoft, Splunk, Spirion, Mimecast, Tenable, etc.

### Managed Computer Desktops (Faculty, Staff, Computer Labs, and Library)

- 2000+ Windows PCs

### IT Infrastructure

- 200+ servers
  - 20 Physical servers HP and Dell VxRail
  - 200+ Virtual Servers
    - Windows server 2008, 2008r2, 2012 and 2012r2, 2016 and 2019
    - Active Directory with approximately 30k users
    - SQL with over 50 databases
    - Exchange Online with 1700 mailboxes
- Nimble SAN
- 165 Aruba Access layer switches
- 2 core Aruba 5412r switches
- 2 firewalled networks (Palo Alto 5220 & 220)
- Redundant 10GB internet service (CENIC)
- NetFortris UCaaS w/Polycom VX411 phones at all locations
- Rubrik Backup system for all VVC servers

### **Information Security Use Cases**

- Separation of traffic
  - Student from facility from server from management
- Scanning of traffic
  - Threats
  - Malware
  - Dangerous and inappropriate web sites
- Proper use of network enforcement
  - Proxy categories
- Support
  - Design
  - Operations
  - Escalations
- Visibility
  - Usage
  - Threats
  - Logs
- Log correlation for problem resolution
- Log correlation for threat analysis
- Resolution of security threats

### **Scope of Offering**

- Firewall
  - Application aware
  - Single global configuration with specific site exceptions
  - Dynamic IP Groups
  - Real-time view and history of firewall configuration
  - Geo protection
- VPN
  - Secure Site-to Site connections over internet
- Application Visibility
  - Custom Applications
  - Deep Packet Inspection (DPI)
  - Enable with Firewall

- DNS Filter
  - Inspection of DNS
  - Blocking of DNS for disallowed domain names
  - Blocking based on categories
  - Blacklisting
  - Whitelisting
- Secure web gateway
  - HTTP proxy
  - PAC file configuration
  - Group access policy enforcement
  - User authentication
  - URL filtering
- Malware Protection
  - Malware Scanning
  - Media type filters
  - Archive handling policies
  - Detection of rapidly evolving malware with artificial intelligence
  - Real-time classification of advanced threats in the cloud
  - Inspect of executables files only
- IDS/IPS
  - Global event collection
  - Threat score algorithm
  - Notification of high threat scores
  - Inspection of encrypted traffic
  - Process-based event validation and classification
  - Process-based escalation
  - Blacklisting
- Secure Email Gateway
  - Malware/Virus Protection
  - Mime-Type Filtering
  - Active Content Filtering
  - Spam Protection
  - Phishing Protection
  - Quarantine
- Form Factor
  - Physical appliance or cloud based in IaaS (AWS, Azure, GCP, etc.)
- Coverage of technology risk
  - Hardware and software are replaced free of charge if defective, outdated or if the quality or availability of the implemented systems are no longer guaranteed by the manufacturer.
- Monitoring and Operations
  - 24x7 proactive monitoring, event notifications, automatic log file analysis and report
  - Prompt response to detect critical events
  - Unlimited number of escalations, tickets, support calls
  - Direct support by Security Engineers

## **TIME LINE**

Vendors will be required to adhere to the following time line. Any modifications to the time line will be communicated via an addendum (sent by e-mail/posted to our Public Notice and Facilities webpage).

| Date           | Project Schedule  |
|----------------|---|
| 1/28/2022      | Release of RFP  |
| 3/4/2022       | RFP Submittals Due at 2:00 p.m. Public via Zoom Opening |
| 3/7-3/11/2022  | Evaluation of Proposals                                 |
| 3/24-3/25/2022 | Short-list Interviews                                   |

## SECTION B - SUBMISSION INSTRUCTIONS

VVC invites the submission of Proposals on the material and/or services specified within this RFP. Please read carefully all instructions, introduction, general terms and conditions, purchase order terms and conditions, scope of work and/or specifications, Pricing Response Form, sample insurance form, and minimum contract terms, if applicable. Failure to comply with the instructions, terms and conditions, scope of work and/or specifications, of this RFP may result in your Proposal being declared non-responsive.

### 1. PREPARATION AND SUBMISSION

- a) The Proposer is expected to examine the entire RFP including any attachments. Failure to do so will be at the Proposer's risk.
- b) If it becomes necessary to revise any part of this RFP, a written addendum will be posted on <https://vvc.edu/public-notices> and <https://www.vvc.edu/welcome-facilities-construction-department>. VVC is not bound by any oral representations, clarifications, or changes made in the written specifications by VVC employees, unless such clarification or change is provided to proposers in written addendum form from the Administrative Services Department. All addenda must be acknowledged. Proposal may be considered non-responsive in the event Addenda are not acknowledged.
- c) All proposals shall be typed in 10-point type or larger. Number each page ( \_ of total pages), and include your company name. Tabs should be incorporated to be compatible and in the same order as the Evaluation Criteria listed in Section C, Evaluation of Proposals. The Proposal submitted should not exceed **forty (40)** pages. (Not including Appendix A) Other attachments may be included with no guarantee of review.
- d) Prices shall be submitted as requested in this RFP. When units are identified, the price for each unit shall be shown. All prices shall include shipping unless otherwise specified. A total shall be entered in the amount column for each item. In case of error in extension of price, the unit price will prevail.
- e) No responsibility will attach to VVC or any official, regent, or employee thereof, for the pre-opening of, post-opening of, or the failure to open, a Proposal not properly addressed and identified.

- f) Alterations, modifications or variations may not be considered unless authorized by this RFP or by an addendum.
- g) When not otherwise specified, Proposer must definitely state time of proposed delivery. Days must be calculated in consecutive calendar days.
- h) All equipment or supplies shall be new, and of the manufacturer's current model unless specified herein.
- i) Any irregularities or lack of clarity in the RFP should be brought to the attention of the Administrative Services Department, as soon as possible so an addendum may be furnished to all Proposers. Any clarification of instructions, terms and conditions, insurance or offer preparation shall be made only by an official Administrative Services Representative. Verbal clarifications will not be binding.
- j) Altering any of this RFP may render the Proposal null and void.
- k) All Proposers certify that they agree to the terms and conditions set forth in this RFP and attached Minimum Contract Terms (**including all insurance requirements**) unless otherwise stated.
- l) VVC accepts no responsibility or liability for any costs incurred by a responding Company prior to the execution of the Contract.
- m) VVC reserves the right to contract for less than all of the services identified herein.

2. **LATE PROPOSALS**

All proposals shall be submitted in NGEM by the date and time listed in the RFP.

3. **PUBLIC OPENING OF RFP's**

At the date and time stated in this RFP, all Proposals will be opened publicly via Zoom and the name of the respondents/Proposers will be recorded. To maintain confidentiality of all responses, no other information will be revealed at the opening or during the evaluation process. Proposers, their authorized agents and other interested parties are invited to be present.

4. **WITHDRAWAL OF PROPOSAL**

Any Proposer may request withdrawal of a posted, sealed RFP prior to the scheduled opening time provided the request for withdrawal is submitted to the Administrative Services Department in writing, or presents themselves in person with proper identification to the Administrative Services Department and verbally requests the Proposal be withdrawn and signs for its receipt.

## SECTION C - EVALUATION OF PROPOSALS

- a) At the date and time stated in this RFP, all Proposals will be opened publicly via Zoom and the name of the respondents/Proposers will be recorded. To maintain confidentiality of all responses, no other information will be revealed at the opening or during the evaluation process.
- b) An evaluation committee will evaluate Proposals based on the criteria listed below. VVC will create a “short list” of companies to interview. The companies invited to interview will be evaluated with the weighted evaluation criteria below f), and will be scored based on each Proposer’s interview and discussion. At the conclusion of the evaluation, the committee will recommend the company (ies) for award.
- c) A contract will be awarded on the basis of which Proposal(s) VVC deems best suited to fulfill the requirements of this RFP and meet VVC’s needs. VVC also reserves the right not to make an award if it is deemed that no single Proposal fully meets the requirements of this RFP and/or meets the needs of VVC.
- d) VVC will be the sole judge as to the acceptability, for our purposes, of any and all Proposals.
- e) Any letters of recommendation that are submitted with the Proposal, but not specifically requested, will not be evaluated.
- f) Weighted Evaluation Criteria:

Initial Proposals submitted will be evaluated according to the evaluation criteria stated below:

| <b>Weighted Evaluation Criteria</b>                 | <b>Possible Points</b> |
|---|------------------------|
| Company Introduction, Experience and Qualifications | 20                     |
| Service Approach and Support Model                  | 30                     |
| Requirement Responses Appendix A                    | 50                     |

Total Possible Points 100

Short List Interviews will be evaluated according to the evaluation criteria stated below:

| <b>Weighted Evaluation Criteria</b> | <b>Possible Points</b> |
|-------------------------------------|------------------------|
| Service Approach and Support Model  | 35                     |
| Requirement Responses Appendix A    | 35                     |
| Pricing                             | 30                     |

Total Possible Points 100



### **Tab 1. Company Introduction, Experience and Qualifications**

Provide a history of your company including years in business, an organizational chart of the company, ownership structure, and experience in Managed Information Security services. This section should thoroughly introduce your company and provide a complete overview of the organization/sector within your company who will be working directly with VVC.

Discuss in detail experience your company has with enterprise clients. For those engagements, describe how your company maintained and improved existing security capabilities, introduced and implemented new Security Technologies, and positioned the enterprise to leverage emerging technologies. Additionally, describe your ability to meet deliverables on time, within budget, and scope as well as to manage the relationship, guide the work, and resolve disputes effectively.

Also describe in detail your company's depth and experience in providing Information Security services for any public entities your company supports, or private companies with a similar size and scope of services as described in this RFP. Include in your narrative past performance on contracts with public entities, or if none, with private sector clients with respect to such factors as service delivery, process support, working with upper level management and leadership, Information Security software management and deployment, project development and implementation, remote servicing, helpdesk operations, and all other aspects of your core service offerings.

Address whether within the last five years your company (or parent) has been involved in any business litigation or legal proceedings relating to any work, service, or contract. If yes, please provide an explanation and indicate the current status or disposition.

Provide a specific list of contacts that can be used as references for similar services which are being sought in this Request. Please provide the name of the contact, phone number, and email address. Proposer must provide at least five (5) references. By providing this information, you are consenting to VVC contacting the references.

For each reference, please provide a summary of the specific services performed for the reference including the specific time period(s) for which your company had a contract or performed work for the client, whether the contract is active, and if not when the contract expired or the last date of service.

### **Tab 2. Service Approach and Support Model**

Introduce and then expound on your company's approach to comprehensive Managed Information Security services and how your company proposes to implement that approach at VVC. Your response should discuss your company's service philosophy and specifically address how that approach will benefit VVC given the College's multi-campus environment, large student population, diverse faculty and staff, and emerging technologies.

Also discuss in detail the support models and matrixes used by your company in general and how those models and matrixes will be utilized to ensure the highest level of support at VVC. Describe how your company: utilizes and monitors standard service level agreements (SLAs), promotes and processes online and telephonic service requests, measures support levels and performance, approach large contracts/accounts, report to your customers on deliverables and metrics, reduce costs for clients through leveraged services, and adapts to the ever changing technology landscape within the security field.

### **Tab 3. Requirements Response**

Please reference Appendix A. Provide information requested and detailed answers to all of the questions listed in Appendix A. Provide any other relevant information regarding your company that will assist in the evaluation of your proposal.

### **Tab 4. Cost Proposal**

Each Proposer must submit, Pricing Response Form Section F. **Note: No cost information is to be included in the Proposer's technical proposal (Evaluation Criteria Tab 1-3)**

## SECTION D - GENERAL TERMS AND CONDITIONS

### 1. **ACCEPTANCE PERIOD**

The Proposer agrees to a minimum of 120 calendar day acceptance period from the date of public opening.

### 2. **APPROPRIATIONS**

The terms of any Contract issued are contingent upon sufficient appropriations and authorizations being made by VVC for the performance of the Contract. If sufficient appropriations and authorizations are not made by VVC, the Contract shall terminate, without penalty, upon written notice being given by VVC to Proposer. VVC's decision as to whether sufficient appropriations are available shall be accepted by Proposer and shall be final.

### 3. **AWARD OF CONTRACT**

- a) Award will be made to the most responsible and responsive Proposer(s). The basis of award will be determined by evaluation of items as listed in section titled "**Evaluation of Proposals**" and any other established purchasing methods that are applicable, which may include life cycle cost, quality, availability, conformance to specifications, financial capability and service, all in the best interests of the requesting department and VVC.
- b) The anticipated initial contract award will be for three (3) or five (5) year(s) depending on what is in VVC's best interest. VVC may, at its discretion, include renewal options to the contract for services related to the award. Final award of

contract is contingent upon Proposer accepting the Victor Valley Community College District's terms and conditions and successful negotiation of a contract.

- c) The Proposer is solely responsible for the content of its Proposal and ensuring that it best meets the evaluation criteria set forth in this RFP. Previously published data in support of experience, financial or performance capability will be evaluated if such data reflects a current position and such data is submitted as a part of the response to this RFP.
- d) The VVC reserves the right to reject any or all Proposals or any part(s) thereof and to waive informalities and minor irregularities in the Proposals received.
- e) A formal Contract will be signed by and between the successful Proposer(s)/Contractor(s) and VVC to perform this service.
- f) The terms and conditions contained in the attached Sample Contract or, in the sole discretion of VVC, terms and conditions substantially similar to those contained in the Sample Contract, will be included in a more extensive and detailed Contract that results from this RFP. If Proposer takes exception to the Sample Contract (**including the insurance requirements**), or any general terms or conditions set forth herein, Proposer will submit a specific list of the exceptions as part of its response to this RFP. Proposer's exceptions will be reviewed by VVC and may result in disqualification of Proposer's offer as non-responsive to this RFP. If Proposer's exceptions do not result in disqualification of Proposer's response, then VVC may consider Proposer's exceptions when VVC evaluates the Proposer's response.
- g) VVC and its Administrative Services Department reserve the right to enter into discussions with anyone, or all of the Proposers after Proposals have been initially reviewed by VVC. Such discussions may be for clarification of Proposal content contained in a responsive Proposal and/or may result in request for a "Best and Final" offer from Proposer(s). Such responses shall be subject to all provisions, terms and conditions as set forth in the RFP, unless otherwise modified.

4. **COMPLIANCE**

Proposers are required to comply with all applicable OSHA, EPA, ADA, HIPAA, FERPA, NCAA, GLBA provisions and any and all other relevant state and federal standards, codes and regulations that may apply.

5. **CONFIDENTIAL TREATMENT OF INFORMATION**

Proposers shall preserve in strict confidence any information obtained, assembled or prepared in connection with the performance of this RFP.

6. **DEFAULT OF CONTRACT**

In case of default of the Contract by Contractor, VVC may procure the articles or services from the other sources and hold the Contractor responsible for any excess cost

occasioned thereby; provided, that if public necessity requires the use of materials or supplies not conforming to the specifications they may be accepted and payment therefore shall be made at the proper reduction in price, as applicable.

**7. DISQUALIFICATION OF PROPOSERS**

Proposers may be disqualified and rejection of Proposals may be recommended by the Administrative Services Department for any of (but not limited to) the following causes:

- a) Failure to properly provide a full response.
- b) Evidence of collusion among Proposers.
- e) Unauthorized alteration of RFP.
- f) Failure to submit requested documents.
- g) Failure to furnish proof of receipt of any addendum pertaining to a particular project.
- h) Any Proposer who has defaulted on prior contracts or is guilty of misrepresentation by any member of that particular company.
- i) VVC reserves the right to waive any minor informality or irregularity.

**8. EQUAL EMPLOYMENT OPPORTUNITY**

VVC is an Equal Opportunity/Affirmative Action educator and employer committed to achieving excellence through diversity. All qualified Bidders will receive consideration without regard to, among other things, race, color, religion, sex, age, creed, national origin, ethnicity, religion, gender, marital status, pregnancy, political affiliation, veteran status, physical or mental disability, sexual orientation, genetic information, gender identity, gender expression, or any other factor protected by anti-discrimination laws.

**9. FAILURE TO FURNISH AT SPECIFIED PRICE**

If a successful Proposer fails to furnish any item at the price specified in this RFP, whether such failure is due to a mistake of fact by the Proposer or any other reason, the Director, may cause the name of such Proposer to be removed from the list containing the names of prospective Proposers to whom Request for Proposals are mailed, for such period of time, not exceeding one (1) year or less than six (6) months, or the payment of a penalty of five percent (5%) of total price of all items on which was submitted, as the Administrative Services Department may determine.

## **CONTACT INFORMATION**

Any questions regarding this document can be submitted via e-mail to [Estela.Wansten@vvc.edu](mailto:Estela.Wansten@vvc.edu). Your question(s) and our response(s) will be forwarded to all participating vendors in a timely fashion (based on the timeline/schedule above). Any changes to project scope or deadline will be communicated via an addendum (e-mailed to your address of record).

## APPENDIX A: REQUIREMENTS QUESTIONNAIRE

1. Does your solution support the following applications?

### Cloud-Based Applications

- Refer to Application Architecture Document (Appendix B)

### On-Premise Applications

- Refer to Application Architecture Document (Appendix B)
2. Is your solution compatible with AWS, Azure, GCP, Private and VMware based Cloud Providers?
  3. Does your solution support Dynamic Internet Protocol (IP) addresses?
  4. Does your solution synchronize with or import from external identity sources for user rights and roles, e.g. Azure AD, LDAP?
  5. Does your solution have the ability to screen for virus, and malware at each Location?
  6. Describe the proposed solution's support for multicast.
  7. Describe the proposed solution's support for IPv6.
  8. Does the proposed solution log policy violations?
  9. Describe how the proposed solution allows application policies to be grouped together. Is the solution delivered as a managed service?
  10. Are all product functions for Intrusion Prevention System (IPS), Threat Prevention, and Anti-Virus, not requiring specific software port and protocol combinations for detection, mitigation, or enforcement?
  11. Does the solution include a Zero-Day threat prevention system?
  12. Does the solution include the ability to do Domain Name System (DNS) filtering on the firewall?

13. Does the solution include the ability to export SNMP?
14. Does the solution include the ability to export NetFlow?
15. Does the solution include the ability to gather and export pcap files?
16. Does the solution include the ability to export log files?
17. Does the proposed solution provide Next Generation Firewall (NGFW) capability directly within the product or through alternative API/ Connectivity options?
18. Is each Network Segment capable to stand alone via security requirements, for example guest wifi, customer access, etc.?
19. Does the proposed solution provide Intrusion Detection System (IDS)/Intrusion Prevention System (IPS) capability directly within the product or through alternative API/ Connectivity options?
20. Does the solution have a Security Operations Center (SOC) supporting the solution?
21. Does the solution provide Secure Email Gateway capability directly within the product, through alternative Application Programming Interface (API)/Connectivity options or utilize the existing Mimecast solution?

### **Performance Requirements**

1. Describe throughput requirements for the proposed appliances and/or software with all features activated?
2. Describe the proposed appliances and/or software, the scalability limitations, assuming that all features are activated.

### **Design Requirements**

1. Does the Proposer describe the solution's architecture and identify the main hardware/software components that comprise the architecture and their functions?
2. Does the Proposer describe the solution components that remain in the control and data path after installation?

3. Does the Proposer provide application flow diagrams that show how products shall work between the various solutions proposed?
4. Does the Proposer provide both logical and physical architectural diagrams with commentary for the proposed solution?
5. Describe all additional products or services that may be needed to accommodate expected VVC growth.
6. Does the proposed solution include cloud-based controllers, if so, where are they located?
7. Describe how the proposed solution will allow segmentation of college data.
8. Describe if the solution supports multi-tenant access to different segments of the college data with control functions?
9. Confirm if service chaining is required by the proposed solution.
10. Confirm if multiple service chains are required by the proposed solution.
11. Describe any restrictions on the functions used in the service chain, e.g. must they be in the same location, directly connected to the proposed device, or situated on their own Virtual Local Area Network (VLAN).
12. If Service Chaining is required, describe how traffic is directed into the service chain.
13. Does the proposed solution support uCPE functionality, so that it can be augmented in the future by the new services?

### **Interface Requirements**

1. Describe interfaces (Representational State Transfer (REST), Simple Object Access Protocol (SOAP), Command Line Interface (CLI), other) the proposed solution uses to interface with external devices.
2. Describe any integration between third-party management tools (e.g. NetFlow, Splunk, etc.) and the proposed solution.
3. Does the solution integrate with Security Information and Event Management (SIEM) Solutions?



4. Does the solution integrate with Active directory (AD)? Proposer shall describe the protocols used for integration?

### **Environmental Requirements**

1. Describe environmental restrictions for the proposed solution.

### **Security Requirements**

1. Does the solution have the ability to export all logs?
2. Does the solution provide Next Generation Firewall (NGFW) capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
3. Does the solution provide Intrusion Detection System (IDS)/Intrusion Prevention System (IPS) capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
4. Does the solution provide Gateway Anti-virus capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
5. Does the solution provide Web Filtering capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
6. Does the solution provide Application Filtering capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
7. Does the solution provide Explicit Proxy capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
8. Does the solution provide SSL Decryption capability directly within the product or through alternative Application Programming Interface (API) / Connectivity options?
9. Define what applications are proposed to provide each of the above questions 1, 2, 3, 4, 5, 6, 7 and 8, security infrastructure.

10. Does the solution provide VVC read access to enable analysis?
11. Does the Intrusion Detection System (IDS)/Intrusion Prevention System (IPS) solution provide VVC read access?
12. Does the security stack implemented as a High Availability (HA) solution (active-active or active- passive) at all sites?
13. Does the administrative access to the proposed solution support multi-factor authentication?
14. Describe what security measures are taken in the proposed solution to protect the service chain?
15. Describe the security protocols on your application to ensure that it can only be used at the authorized location.
16. Describe how the new devices are authorized from a central management control.
17. Describe the Authentication and Authorization options for new devices.
18. Does the solution provide a URL Cloud Database for top URLs accessed worldwide for faster lookup and also provide real-time URL Cloud Lookups with >2 billion URL database for additional URL access?
19. Does the solution offer Advanced Cloud Security using a Zero Trust Architecture with access control based on user groups, geo fencing and device posture check?
20. Does the solution provide DLP protection for email and web services?
21. Does the solution provide CASB protection for web applications?
22. Does the solution provide DDoS protection?
23. Does the solution provide geographical protection allowing to configure to which countries users may have access?
24. Does solution provide multi-tenancy capabilities? If yes, is it supported in the management plane or also in the control plane and data planes if SD-WAN is enabled in the future?

## **Resource Requirements**

1. Is security engineering expertise needed to deploy software/hardware in branch offices?  
If so, Proposer shall describe expertise and specific skill sets required.
2. Can the software/hardware be configured and managed centrally?

## **Integrity Requirements**

1. Describe the methods taken to ensure consistent configurations across locations.
2. Does the proposed management software provide error checks to prevent misconfiguration?  
If so, proposer shall describe the error checks including process and procedure.
3. Describe the process and procedure to roll-back a configuration change.
4. Describe the process to ensure that all firmware and software components of the proposed solution are maintained at the correct patch level.
5. Describe the patching schedule, testing methodology and details of planned downtime.
6. Describe the communication process for planned and unplanned outages.
7. Describe the communication process for vulnerabilities and know issues.
8. Describe the audit process.
9. Identify any automated test processes to help identify potential issues related to a policy change or automated upgrade with the proposed solution:
  - Node
  - Router
  - Switches
  - Other (Specify)

## **Physical Requirements**

1. Describe if the proposed solution requires specific devices (switches or routers) or steering solutions.

2. Define all hardware required for the proposed solution including the following details for each item of hardware appliances included in the proposal:
  - Product Name
  - Intended location (Branch, Cloud, Data Center)
  - Type (Controller, Node, Both)
  - Interfaces (Management)
  - Interfaces (Data Path)
  - Facilities (Site, Power, Heat, Cooling)
  
3. Define all software included in the proposed solution including the following details for each item of software included in the proposal:
  - Platform
  - Intended location (Branch, Cloud, Data Center)
  - Type (Controller, Node, Both)
  - Server Requirements (CPU, Memory, Disk)
  - Hypervisor Supported

### **Operability Requirements**

1. Identify the networking elements that can be automatically updated when making policy changes with the proposed solution:
  - Node
  - Router
  - Switches
  - Other (Specify)
  
2. Can groups of locations be defined?
  
3. Will new locations added to the group inherit the parameter specified for that group?
  
4. Can users be grouped by role?

### **Management Platform Requirements**

1. Describe the solution's management platform.

2. Describe the requirements for running the management platform included in the proposed solution.
3. Describe any service wrapper offerings for your management platform, e.g. managed service, co- managed service or only as a self-managed system.
4. Describe how components of the proposed system are managed.
5. Is monitoring and management performed by the Proposer, VVC, a third-party, or a combination?
6. If monitoring and management are performed by a third-party vendor, identify the third-party.
7. If monitoring and management are performed by a combination identify the parties involved and describe the roles undertaken by the relevant parties.
8. If monitoring and management are provided by Proposer, does VVC have the ability to manage on an as-needed basis (Co-management)? Please provide details.
9. Describe the process and procedure for testing new versions of a product to ensure compatibility and minimize the chance of service disruption.
10. Describe the automation, orchestration and workflow process and procedure.
11. If the proposed solution is a product, identify if maintenance and support levels are identical for every location, clearly listing any countries or regions where non-standard Service Level Agreements, Warranty, etc. will apply.
12. Describe the methods by which central monitoring / management is performed.
13. Does the solution support monitoring of all components, including security, routing, alarms and other messages from a single pane of glass?
14. Describe the proposed solution's resource utilization and event monitoring capabilities.
15. Describe if the solution provides historical analytics? Does it support machine learning capabilities for prediction analysis?

16. Describe the dashboards provided with the proposed solution's management system:

- Overview of device health, site health, tunnel health, and applications consuming most bandwidth
- Status and details on site, device, tunnel, and application
- Application Performance
- State of new appliances
- Monitoring of LTE or 3G devices
- Custom
- Other (Specify)

### **Availability Requirements**

1. Is the Appliance High Availability (HA) provided at the Branch and Data Center levels?
2. Does the solution provide High Availability in the Cloud (AWS/GCP/MS Azure)?
3. Describe the method for how High Availability (HA) is provided for branch nodes.
4. Describe how High Availability (HA) is provided at the Data Center.
5. Describe how High Availability (HA) is provided at the Cloud. Does it support active/active or active/passive methods or both?
6. Describe the solution resiliency points throughout the proposed architecture.
7. Describe the solution resiliency measures for redundant fans, power supplies, or supervisor modules.

### **Scalability Requirements**

1. Is the solution architecture scalable to accommodate growth for the following:
  - Internet traffic at existing branch, data center and cloud
  - Internal traffic at existing branch, data center and cloud
  - Internet traffic for new branch, data center and cloud

- Internal traffic at new branch, data center and cloud
2. Describe how the architecture accommodates growth.
  3. Describe hardware upgrade policy as it pertains to the growth of any location requiring more powerful hardware than originally specified.
  4. Describe the next option to expand the solution if limits are hit.
  5. Describe if solution can be extended with SD-WAN and advanced routing functionality if needed in the future? If yes, will it require the purchase of a new hardware or only additional licensing?

### **Vendor Certification Requirements**

1. Does the Proposer have current SOC 2 certification?
2. Does the Proposer have current Q ISO/IEC 27001 certification?
3. List ISO, IEC or other certifications related to your Network Operations Management and related to the proposed solution.
4. List standards or certification that they meet (such as but not limited to Common Criteria, ISO, ETSI, IEC for all products and services that you propose to include in your solution.
5. List all certifications for the staff members that will be responsible for this offering.

### **Systems Operations & Support Requirements**

1. Provide details of the roadmap describing the release of major upgrades (feature releases) and how these will be licensed and applied to the proposed system.
2. For co-managed solutions, describe the proposed Service Level Agreements (SLAs).
3. For co-managed solutions, describe incident priority definitions, as well as the service levels relative to the start of the incident.
4. Describe how hardware failures are handled.

5. Describe the Return Merchant Authorization (RMA) process and procedure for proposed equipment as well as the support details by country.
6. Describe a high-level description of the support organization, including structure, location, customer interfaces and partners. (If you are proposing a managed service also describe how this will be organized).
7. Describe the process and procedure for commissioning a new CPE.
8. Describe the Configuration Management Processes and Procedures, as they relate to keeping accurate records to how VVC configuration Items are configured. For example, how would you manage the expiry dates for licenses on managed appliances?
9. Describe the Change Management Processes and Procedures, as they relate to applying changes, planned outages and providing VVC with advanced notice of activities.
10. Describe what warranty is provided for the various components of the proposed solution.
11. Describe the hours the support organization work by region.
12. Describe the major incident process and procedure.
13. Describe what monitoring the Proposer support organization will provide.
14. Describe proposed solution system up time and availability levels.
15. Describe the self-reporting that VVC will be able to carry out with the proposed service.
16. What notification period is normally provided for planned work?
17. What lead times are applicable for:
  - new sites
  - site increases
  - site closures
  - site moves
18. Summarize in a table format Standard Support, Gold Support, and Platinum Support levels for:



- Availability (Region / Country)
- Term
- Online Portal
- Software Updates
- Technical Support (H x D x W)
- Committed Response Time
- Hardware Replacement
- Network Configuration Changes
- Firewall Rule Changes

19. Describe what reporting your support service or managed service provides and at what frequency.

20. Provide examples of invoicing reports.

21. Describe the business review process along with frequency.

22. Describe process and procedure for accessing support documentation for product features and support.

23. Provide a list of standard support documentation for the proposed solution.

### **Deployment & Delivery Requirements**

1. Describe the installation process for appliances and software in all locations (the branch, data center, and cloud).
2. List and describe the resource roles that you propose to use to deliver your solution and ensure a smooth transition. For example, a dedicated project manager, engineering resources, subject matter experts, etc.
3. Provide a high-level milestone plan for the delivery of the proposed solution and transition of the VVC network to the end state.
4. In reference to the milestone plan describe the deployment process for the proposed solution.
5. Detail any downtime needed during the cutover process for the VVC network,

including LAN and Wide Area Network (WAN).

6. All changes will need to be coordinated through the VVC Change Management Board, observing VVC change freeze periods. The Proposer shall assist with preparation of Change Requests. Identify the parties responsible for the installation and delivery of the proposed solution, clearly listing any activities that are the responsibility of VVC or third parties that VVC would need to engage and manage directly.
7. Identify the parties responsible for the ongoing management and operation of the proposed solution, clearly listing any activities that are the responsibility of VVC or third parties that VVC would need to engage and manage directly.
8. Identify any country or regional constraints related to product or service delivery of the proposed solution.
9. Describe and quantify the training VVC should expect to invest with the proposed solution, stating required background prerequisite knowledge.
10. Describe its ability to provide “Live-Hands” to facilitate the installation of hardware at all VVC locations.
11. Does Proposer agree to a site visit of Proposer’s help desk operations prior to the award of contract? VVC would request that Proposer provide a host to tour its help desk operations and VVC staff will be allowed to view help desk systems and discuss operations with Proposer’s staff. VVC is responsible for paying for its travel arrangements.
12. Does the solution provide remote user access to college resources? If yes, is it via on-prem solution, via cloud or both?

**APPENDIX B: Software Inventory**

|                                |   |
|--------------------------------|---|
| San Bernardino County          | Financial 2000 - EPIC. HR, Payroll, Leave Tracking, Accounting, Reports, Budget. 158 users  |
| Sisense Inc.                   | Sisense Server (includes 1 Admin, 1 Designer and 10 viewers per Sisense Server)Additional Admins (1), Additional Designers (2), Additional Viewers (80) |
| Leapfrog Technologies          | Courseleaf Catalog (CAT) License.   |
| NEOGOVS                        | License Agreement for Insight Enterprise, Job Posting Subscription, Performance Evaluation Module, Onboard Module, and Integration                      |
| WinPrism                       | WinPrism Software Modules: Includes POS, ICS, GL, WebPrism and Accounting Modules. 8 Users  |
| Burlington English             | 225 licenses for BurlingtonEnglish for ESL Dept. Online picture dictionary.   |
| Community College League of CA | BoardDocs Pro Plus Service  |
| Aztec Software Associates      | Aztec Bridge, foundation and fundamentals series. Kaplan GED Prep and HiSET prep solution. Professional Development                                     |
| Qless                          | Web based queue mgt sys for apt scheduling  |
| Nuventive Software             | TracDat Enterprise Software for SLO and assessment used by faculty.   |
| SchoolDude by DudeSolutions    | Facility Schedule Software - typically non-instructional. This includes internal and external users. This is a web-based service. Unlimited             |
| Meltwater news us inc.         | Subscriptions: Meltwater News and Social Media Platform mNews Newsletter  |
| Tomahawk Technologies, Inc     | Tomahawk Technologies Contract for a citation Solution for management program, training, and maintenance.   |
| Vector Resources               | Oktopus (17-OPS) software to run displays 10 Newline interactive display. 86" RS Interactive Display w/ 5 yr advance replacement warranty.              |
| Clarus Corporation             | InstantInfo on-demand software for marketing and outreach.  |
| Computerland                   | ACDSEE PHOTO STUDIO ULT 2018  |

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|--|--|
| Teknimedia                                     | WAN Wide Arrea Network service agmt. license.  |
| Computerland                                   | UON1 PHOTO RAW 2018 UPGRADE  |
| Knowledge Works (formerly Datawatch) - Monarch | FA renewing 9 Datawatch Monarch Classic, Budget purchasing 1 lic/maint (gave to Hailey) and Research purch. 2 lic/maint. This software connects to major databases and automatically extract data from multi-structured sources and web pages eliminates steps saving valuable time.   |
| Agilent Technologies                           | NIST 2014 MS Library Bundle  |
| Gravic   | Remark Office OMR five-license pack. Includes maintenance and tech. support. quickly and accurately collect data from surveys, tests, assessments, evaluations or other forms.   |
| Purple Briefcase Platform                      | Purple Briefcase Career Mgmt. Platform,. RNL's career services mgmt. platform, allows clients stds to view and apply for jobs, etc.  |
| Presync Technologies, Inc.                     | Annual Maintenance and Support for Report Writing Program  |
| Kurzweil Education                             | 2018/19 License Renewal. For Windows – <a href="https://www.kurzweiledu.com/k3win">https://www.kurzweiledu.com/k3win</a><br>For MAC – <a href="https://www.kurzweiledu.com/k3mac">https://www.kurzweiledu.com/k3mac</a><br>**Once your software has been downloaded, use the serial number below for registration.<br>(1) K3 V16 SUB SITE RNWL. No serial numbers required |
| Idea Spectrum                                  | Landscape Architect 2018: Teaching Landscpae Design  |
| Ai Squared                                     | User Database Software   |
| Visiologix Corp                                | Annual EMS Standard Device License with NBD 8x5 Support Including all Software Updates. Body Cam Solution  |
| ESRI site Foundation for CCC                   | ArcMap Suite: Teaching Geographic Information Systems (GIS) for Natural Resources Management   |
| Altair (formerly Datawatch)                    | Monarch software connects to major databases and automatically extract data from multi-structured sources and web pages eliminates steps saving valuable time.   |
| NCSBN Learning Extension                       | ONLINE TESTING SOFTWARE FOR NURSING GRADUATE STUDENTS TO PRACTICE FOR NCLEX TESTING PRIOR TO LICENSING.  |
| Agilent Technologies                           | G1701 MSD Chemstations software update, seruak # DEW0540783, BOX 19995, MSD Prod ChsSt CORE SW ENG E.02. Order #307436811  |
| Intuit, Inc.                                   | Quickbooks Bill control system, V2017 - 7 licenses. Fiscal requested quote to update licenses, needs to be separate from any other depart on campus used for payroll.  |

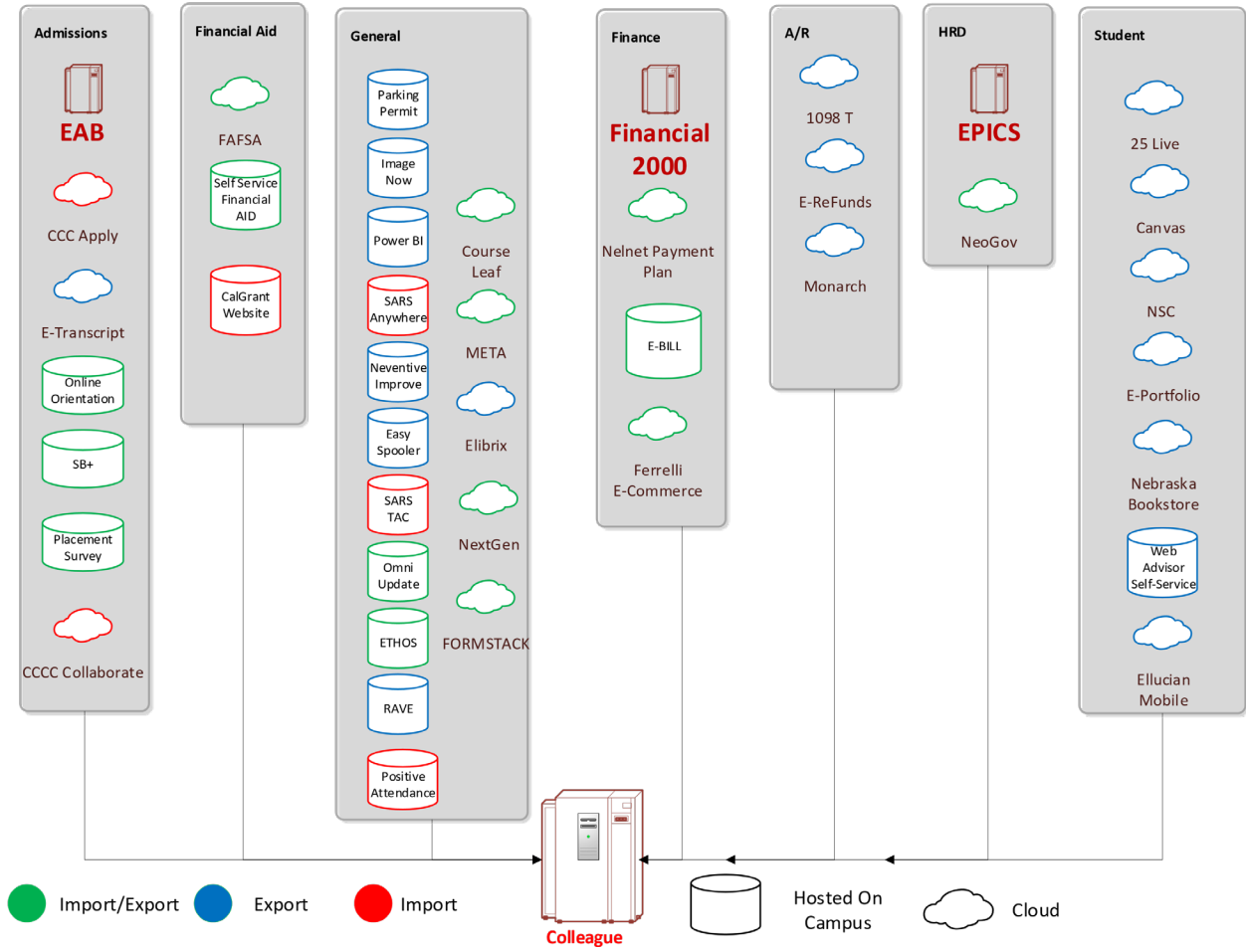
|                                    |   |
|------------------------------------|---|
| EUREKA                             | EUREKA Windows and Internet software licenses for Transfer Center.  |
| Mathworks                          | Mathworks Matlab Instructional Software, 30 licenses per quote 11097200 version 2019A.  |
| Altair (formerly Datawatch)        | Data extraction tool to compile workable data from multiple formats, such as: pdf, csv, etc and converts into Excel. Ability to create Projects that pulls from external data and creates comprehensive multisource reports |
| Coban Technologies, Inc.           | CCube Solution License Renewal for in car cameras (6)   |
| Next Gen                           | TimesheetX Program Upgrade (HT/PR)  |
| San Bernardino County Sheriff Dept | CLETS Transactions Cost Data  |
| Intuit Education                   | Quickbooks Accountant Edition 0 Fulfillment Method: CD; Pack: 50 pack;Version 2015.   |
| Figure 53, LLC.                    | License for QLab 4 Audio + Video  |
| Pasco Capstone                     | 18 Perpetual Licenses for Physical Science  |
| Copware, Inc.                      | California Peace Officers Legal Sourcebook-Site License for (Pena Code) 25 officers.  |
| Sybase Inc                         | SQL Anywhere Software Renewal, Query tool for maintaining the data warehouse  |
| National Student Clearing House    | Student Tracker License Subscription, Federal mandated reporting  |
| PDQ.com Corporation                | PDQ Deploy Enterprise Mode - Single User License (Jeff Stalians). Only for our labs and I will be the only one using it. I have tested it thoroughly using the minimized trial.   |
| FITS                               | Quiz Generator 6.x - Test generating and editing application  |
| National Student Clearing House    | Upward Bound Participants Post-Secondary Annual Student Tracking Reporting.   |
| TechSmith                          | SNAGIT 15 user licenses for 14 Math faculty office computers. Snagit 10-24 EDU Tier; new licenses and maintenance; 18.0 version.  |
| Survey Monkey                      | Survey Monkey Subscription, Web-based campus wide surveys   |
| WING AERO                          | ASA Prep School 2017: FAA test question data bank used for preparing students for FAA written exams   |
| Officework Software, LLC.          | Software License Renewal and Upgrade from OrgChart Platinum v9 500 to OrgChart Platinum v11 500.  |

|   |  |
|---|--|
| Image source                                | 1 year support renewal for license papercut for Library. MFMS-RW01   |
| EdClub for Typing Club                      | 2 year agreement for 40 Student Licenses for ESL Class   |
| Gardensoft PlantMaster                      | Annual lic for Horticultural Marketing (Orora). Plantmaster is an entirely web-based software in AGNR 141. <a href="http://www.plantmaster.com/">http://www.plantmaster.com/</a>   |
| Prezi                                       | Prezi Presentation Software 1 year   |
| Webex.com                                   | Software Program for General Atomics (GA) Instructors  |
| Molecular Workbench                         | Molecular Workbench a Free online simulation program that is a powerful online tool that can simulate the motion of atoms and electrons. Installed on 10/3/19 by Ryan Vineyard.  |
| Sage  | Estimating: purchased 11/2019, IT filled out application   |
| AutoDesk                                    | CAD Drafting, CAM Computer Aided Machining, CAE Computer Aided Engineering   |
| Microsoft                                   | Project Management   |
| Adobe                                       | Adobe CC Suite: Photo, Graphic Design, video and Audio editing/manipulation. 90 computer stations.   |
| Southwestern CheckPro 2003                  | CD - CheckPro 2003 for College Keyboarding with Web Reporting:   |
| Southwestern Keyboarding Pro 6              | CD - KEYBOARDING PRO 6 combines new-key learning and skill building to help users master the proper methods for keyboarding  |
| K-Lite Codec pack                           | The K-Lite Codec Pack is a collection of audio and video codecs for Microsoft Windows that enables an operating system and its software to play various audio and video formats generally not supported by the operating system itself |
| CD burning software (ie ImgBurn or similar) | ImgBurn is a lightweight CD / DVD / HD DVD / Blu-ray burning application that everyone should have in their toolkit!   |
| Qwizdom                                     | 1-50 Users   |
| PTC Mathcad                                 | PTC Mathcad Instructional Software, 50 seats   |
| NI Multisim                                 | NI Multisim (Electronics design / simulation), Academic Site lics.   |
| Faronics                                    | Faronics Deep Freeze, 35 lics.   |
| Protea Textware                             | Connected Speech and Spelling Fusion. Connected Speech - C94R 2SH6 8RV9 R385<br>Spelling Fusion - S26R 9FH2 2RV7 R281  |

|            |   |
|------------|---|
| Maple Soft | IT Tech. Fatemeh. Math software to analyze, explore, visualize, and solve mathematical problems.  |
| KUTA       | KUTA 3 yr Site license for VVC includes all 6 modules. SAM Grant purchase. <a href="mailto:orders@kutasoftware.com">orders@kutasoftware.com</a> |

# APPENDIX C: Enterprise Architecture

## VVC -Enterprise Architecture





# APPENDIX D: Network Infrastructure

