



Request for Proposal 3110

For Procurement of

DNS, DHCP and IP Address Management (DDI) Solution

and

Accompanying Professional Services

RESPONSE TO THIS REQUEST FOR PROPOSAL IS DUE IN TO THE PURCHASING DEPARTMENT OF THE COMMUNITY COLLEGE OF ALLEGHENY COUNTY, 800 ALLEGHENY AVE., PITTSBURGH, PA 15233 NO LATER THAN:

June 22, 2018 AT 2:00 PM

Vendors must receive this RFP directly from the CCAC Purchasing Department. If received from another party, vendors must verify they are on the CCAC vendor list for this particular RFP. In so doing, bidders will receive all applicable addenda from CCAC. Failure to incorporate any addenda in the final submittal may result in the rejection of your proposal.

Interested parties may obtain further information from mcvetic@ccac.edu.

No fax or e-mail proposals will be accepted.

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1.0 PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors for the procurement of DNS, DHCP and IP address management (DDI) solution for the Community College of Allegheny County.

The selected DDI solution is expected to improve information security, assure responsible governance, comply with various mandates, provide visibility and reduce operational costs associated with the detection, mitigation and management of college owned devices, end-user owned devices (BYOD) and college owned Internet of Things (IoT). The selected DDI solution will be fully implemented and integrated with the college's information technology systems by the vendor's authorized professional services team on provided schedule in this RFP.

The RFP contains sufficient information and instructions to enable qualified bidders to prepare and submit proposals and supporting material. To be considered responsive, vendors must submit a complete bid that satisfies all requirements as stated in this RFP and its addenda. This RFP also contains all major terms and conditions that the successful vendor will be expected to accept.

The department of Information Technology Services (ITS) intends to implement the procured solutions immediately and the project needs to be completed by the end of June 2018.

2.0 PROJECT BACKGROUND

The Community College of Allegheny County is one of the largest institutions of post-secondary higher education in Pennsylvania. The college serves over 26,000 credit students through 170 degree and certificate programs and offers thousands of lifelong learning non-credit and workforce development courses to over 35,000 students annually.

Incorporating a learning-centered environment committed to the future of the region, CCAC continues to expand its reach through innovative programming and accessible instruction offered via convenient day, evening, weekend and online courses. With four campuses and four centers serving Allegheny County and surrounding communities, CCAC endeavors to fulfill its mission to provide affordable access to quality education and offer a dynamic, diverse and supportive learning environment that prepares the region's residents for academic, professional and personal success in our changing global society. More information about CCAC can be found at <https://www.ccac.edu/about/quickfacts/>

The DDI solution the college chooses through this RFP must be a centrally managed redundant system. It will be deployed as an overlay onto the existing Microsoft infrastructure at the college's Network Operations Centers at the Office of College Services and South Campus disaster recovery sites. These sites are connected through a high speed network over a leased fiber from a service provider to maintain operations during extended outage.

Therefore, the proposed systems must be scalable to the enterprise level with commensurate reliability. The college currently has approximately over 350 servers, 5000 managed wired endpoints, over 500 managed wireless devices (laptops and tablets), approximately 1000 wireless access points and over 4000 end-user owned devices that daily connect to the college's wired and wireless networks. The access to the College's information technology resources are mostly centrally managed utilizing Microsoft Active Directory and ADFS. In addition to these systems, [Ellucian Colleague](#) and [Ethos Platform](#) are also used for certain college business applications. The procured network access control system is expected to be rolled out as a Greenfield system in successive phases. The integration and cut-overs to the new solution will be phased in to minimally impact college's operations. The new solution is expected to be completed by the end of June 2018. Since the possible

implementation time frame coincides with the preparations for the start of the Summer Term, the vendor of the selected solution is required to work with the college IT staff to fully implement the chosen solution without impacting college operations.

The college's intention is to choose systems that provide best price/performance ratio and partner(s) that will meet the college's requirements and demonstrate the ability to grow with us for many years to come.

2.1 Current Environment

The college is currently utilizing network equipment manufactured by Cisco, HP, Dell, Palo Alto Networks, F5 Networks and Fortinet systems throughout the system. These systems include end user switches, core switches, wide area network optical equipment, routers, servers, SAN arrays, VPN gateways, firewalls, etc.

The college currently has approximately 5,500 managed computers (desktop, laptops, Windows Surface tablets), over 350 servers (physical and virtual) and over 300 network devices distributed through a high-speed wide-area network.

The majority of these desktop computers and servers are running Microsoft's Windows operating systems. However, there are also some Linux based servers, Mac OSX clients and some operational technology equipment (building management systems, etc.).

Additionally, many unmanaged user owned Wi-Fi enabled handheld devices (i.e. laptops, phones, tablets, smart phones, etc.) can connect to the college's network infrastructure through wired and wireless networks to access internet and college resources residing in the college's main data center and at the disaster recovery site at South Campus.

Currently, the majority of the college applications and services are located at the Office of College Services building however, there is a current college initiative to expand the disaster recovery capability of the college at one of the campuses. When this plan is materialized in the near future, some additional mission critical systems will also be located at this DR site.

The applications that are hosted in the primary data center are accessed by the college users from various college locations through internal wide area networks and Internet. However, the college systems are separated from Internet through a pair of institutional firewalls.

The network infrastructure and all mission critical IT services are centrally managed by the college staff at the Office of College Services building.

The college currently does not have a centralized DNS, DHCP and IP address management system to holistically manage and monitor these infrastructure services and secure the access to its networks and IT resources.

2.2 Business Objectives

In today's information-driven business environment, dependency to the college systems, its data and underlying IT processes to deliver business outcomes is continuously increasing. The continuous availability and integrity of these IT systems is becoming a paramount necessity in order to stay operational and functional for the entire college.

Additionally, cloud based services, their integration & interoperation requirements and ongoing digital transformation of college business processes are creating significant information security risks and challenges for the institution.

The college employees and students are using their personal devices on college premises to access the college networks and resources including web applications, email, calendar, databases and operational support equipment such as IoT devices.

These and other new game changing external forces are demanding in-house IT staff to change their long-established operational guidelines and practices to loosen the well-established information security practices in lieu of interoperability, end-users' accessibility to college resources and immediate delivery of cloud based services to the institution.

The compounding effect of all these changes combined with the lack of proper control and management of devices that connect to the college's networks is creating a major challenge for the institution, negatively affecting the state of the college's information security and creating unmitigated risks for the college.

In order to address some of these issues, reduce the involved information security risks and regulate the access to the college's networks and information technology assets, the college is looking to acquire a redundant, centralized DNS, DHCP and IP address management (DDI) system to holistically manage these infrastructure services.

By acquiring and implementing an effective and affordable DNS, DHCP and IP address management solution, the college intends to better manage the security risks associated with uncontrolled and unmitigated access to its networks and dependent services and resources.

For this reason, the chosen DDI solution must provide endpoint discovery, inventory, controlled and audited access, automation, reporting and alert capability for the college operations. By incorporating a minimally intrusive DDI solution into the information security operations, the college is expecting to improve visibility, compliance and governance efforts and focus on what is most important, improving the college's information security posture.

The planned DDI solution will be a critical component of the college's Information Security Strategy and will require maximum uptime (99.99%). The selected DDI solution must enable or assist the college to achieve the following business objectives (the order of the list doesn't reflect the importance or the priority of the objectives):

- a. Support the College's mission. Please see the <https://www.ccac.edu/about/quickfacts/> for more information.
- b. Improve the information security of the college's most critical digital assets by controlling auditable access to its networks, network connected devices and resources, systems (IoT), applications and college data.
- c. Drastically improve the information security posture of protected college assets without injecting transmission delay and/or impose significant operational complexity.
- d. Improve the college's responsiveness to changing business conditions by automating infrastructure services related workflows and processes.
- e. Provide desired level security, availability, resiliency and capacity without being cost prohibitive to acquire and maintain.
- f. Policy driven granular, role, and location based delivery of network infrastructure services.
- g. Provide deeper visibility into infrastructure services and control of maintained college assets (IP addresses).
- h. Improve accountability, governance and compliance through more effective controls.
- i. Facilitate enforcements of PCI, FERPA, HIPPA compliance and reporting.
- j. Seamless Integration with the existing and planned college security systems and tools.
- k. Should provide a centralized, role based and effective management system which should enable the college to deploy, view and control all access activity through a single pane of glass.
- l. Must provide ability to automate routine tasks and drill-downs to produce maximum efficiency with minimal effort.

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- m. Vendor must provide clear, affordable and easy to follow pricing proposal and flexible educational licensing model that show the total cost of ownership of the proposed solution for five-year time period.

CCAC invites interested parties that meet the qualifications listed in this document to submit proposals regarding their product and related service offerings. All information shall be submitted in the format stipulated in this RFP.

2.3 Solution Vision

To secure its critical digital assets whether they are on the college premises or hosted on public cloud based solutions, the college is seeking to acquire and implement secure, highly effective and affordable redundant DDI solution that facilitates the access to the college's network infrastructure services.

This new DDI solution is expected to be overlaid on top of the existing Microsoft network infrastructure services, capable of providing these services over the wired, wireless, and VPN networks. It is highly desired this solution to differentiate the provided service based on any combination of user roles, user identity, time and location of the access. Additionally, the selected solution is expected to provide auditing, alerting and reporting on who and/or what type of device is on the college networks as needed.

The college expects the proposed DDI solutions to:

1. Accommodate multiple operating system platforms and their varying service pack and patch levels.
2. Evaluate security policy compliance based on user role, device type, operating system(s), time and location of the access.
3. Enforce network access policies for all operating scenarios without requiring separate products or additional modules.
4. Authorization, Authentication and Accounting (AAA) of network connections.
5. Support identity and asset management services by collecting and sharing relevant information with other college systems.
6. Fully and equally support multi-vendor network equipment and operations (vendor agnostic).
7. Utilize and comply with all industry standard network protocols.
8. Interoperate with on premises and other third-party cloud based network & security systems and services to automate involved college processes and improve effectiveness.

The selected vendor (or vendors) is/are expected to provide the following hardware, software, installation, configuration, testing, integration services, knowledge transfer and training:

- a. The vendor(s) of the selected DDI solution will setup and configure the solution in high availability Active-Standby or Active-Active load-sharing and failsafe configuration which to be determined by the college based on the solution's implementation of HA support.
- b. The vendor(s) will configure the proposed new DDI solution to the college's specifications fulfilling the requirements outlined this RFP, its addenda and subsequent project implementation meetings.
- c. The selected vendor(s) will provide the final system setup as an as-built documentation in an electronic format, knowledge transfer which is highly specific to the college's environment and submits required training vouchers to the college.
- d. The proposed network access control solution that satisfies the requirements in this RFP and its addenda and provides the level of integration with the college systems out-of-box will be given higher priority and consideration.

The solution vision outlined above may evolve during the implementation period and may require to interface with the existing college systems. The selected vendor is required to study college's current hardware, software and network configurations for successful implementation of the proposed solution and work with the college staff to implement it.

In summary, the selected vendor (or group of vendors at college discretion) will provide the hardware installation, configuration, testing, migration, and eventual final configuration, software updates (if any), training, support and integration services for the proposed solution. The vendor will provide best practices for the optimal operation of their proposed solution.

Proposals that require computer hardware and server operating systems as part of their offering don't need to cost out these components as a part of their proposal. These components will be procured by the college's Information Technology Services. However, the vendors must provide their recommended specifications and optimal configurations, including memory, number and type of CPUs, disk space for the proposed system hardware and all the necessary software in their proposals. The college will separately procure the related necessary hardware to host any new management tool, as proposed by vendor.

The proposed solution will be purchased through the proper channels of CCAC procurement. Once a contract has been reached, a purchase order will be cut and development and implementation of the new solution will begin. The system will be rolled out in a phased approach as estimated in the project timeline prepared by vendor and approved by the college.

3.0 SOLUTION REQUIREMENTS

All work must be done under the supervision of a dedicated vendor's most qualified certified networking expert (utilizing the resources of other less qualified technical personnel when it's necessary and/or appropriate). The overall technical responsibility of the project is to be carried out by this dedicated/certified network engineer. At project completion, this dedicated engineer must provide and sign-off on the final document(s) to acknowledge the conformity of the work completed by the vendor.

The vendor must inventory all deliverables at the Office of College services with designated CCAC ITS staff person.

If the solution is awarded to multiple vendors, the vendors are responsible for their part of the project including the solution's integration with the college's network and coordination with other vendors working in parallel.

Bidders are required to submit their responses as a comprehensive turnkey solution. Therefore, all submittals must bundle the proposed designed products, vendor approved training, and technical labor, in addition to delineating material and labor in a clearly itemized list, as part of the vendor's proposal. CCAC recognizes that this project involves significant technical capability for successful completion. Any information provided by CCAC with regard to this project is strictly confidential and shall not be disclosed to third parties

The proposed solution(s) must satisfy the business objectives, solution vision, solution requirements and design objectives delineated herein. The vendor is solely responsible to deliver a fully functional solution meeting the specifications described in this RFP and its addenda.

After the award of the contract, the awarded vendor (contractor) is responsible for any necessary item not brought to the attention of CCAC before the award in order to complete the project by the specifications & design objectives.

3.1 DDI System Requirements

The college's information security practices comply with the principle of least privilege concept. In this context, the college employees must be able to access only the information and resources that are necessary for them to complete assigned task and duties for legitimate purposes.

The implemented solution will become a critical part of college operations, requiring at least "99.95%" availability. An Active/Active (desired) or Active/Standby solution is mandatory for high availability. The following requirements are mandatory and all proposed solutions must comply with it:

1. Provide secure, flexible, audited, dual-stack (IPv4 & IPv6) infrastructure services (DNS, DHCP, IP address management, device administration, etc.) for network-connected devices (i.e. wired, wireless or connected through VPN).
2. The solution must provide real-time intelligence and insight into the relationship between devices, users and IP addresses on the college networks from a single web-based interface.
3. Provide historical insight into DDI operations.
4. Provide capability for delegated network configuration activities and workflows with flexible role-based access control, approvals and auditing.
5. Accommodate multiple operating system platforms and their varying service pack and patch levels.
6. Create audit record for every event and/or user operation and ability to search all audit records.
7. Proposed solution is desired to be agentless to deliver its functionality and don't require any specific settings on the endpoints to operate.
8. Provided DNS functionality must stop malicious activities before they can reach to critical business applications and/or college data.
9. Provide intuitive tools and wizards that ease configuration, deployment and administration of DNS, DHCP and IP address management services.
10. Provide error checking utilities that ensure DNS and DHCP configurations are free of syntax and logical errors.
11. Provide advanced VoIP support, including definable DHCP configuration options, built-in vendor profiles, support for ENUM protocol and NAPTR records, as well as an integrated secure TFTP server to manage distribution of VoIP firmware.
12. Must be certified interoperability with Microsoft Active Directory, Windows DHCP and DNS services.
13. Must provide security for the managed college assets.
14. Implementation should not require significant network architecture changes to the college networks.
15. Support Dynamic DNS with simple methods to administer DDNS namespaces, rulesets, etc.
16. Must provide IPv4 and IPv6 feature parity for IP address management, DHCP and DNS operations.
17. Management console must support at least 20 concurrent authenticated users without additional cost to the college.
18. The solution must be able to operate and deliver its functionality on physically separated two datacenters.
19. The solution must support delegated permissions based on IP block, IP subnet, IP range, hostname, domain or otherwise, with different permissions assigned to each delegation.
20. Provide fully documented API to interoperate with other applications using REST API.

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21. Support creation of static DNS reverse zones on dynamic DHCP scopes to minimize zone updates from masters to slaves.
 22. Must support bulk moves and addition of IP address assignments from one subnet to another.
 23. Support copy of records between or within subnets and subdomains.
 24. Support automated error reporting of potential issues, database errors, cluster degradation, network error, disk nearing capacity, etc.
 25. Provide flexible naming conventions for dynamically assigned names for the managed assets.
 26. Support secure DNS standard (DNSSEC) and provide intuitive administrative interface to maintain its setup.
 27. Support creation and operation of hidden internal name servers and hidden masters.
 28. DHCP service must securely connect and on-board devices.
 29. Must support element (device) detection in real-time. The vendors to provide details about the element detection capabilities of their solutions.
 30. Support VLSM (address management, DHCP scopes).
 31. Must provide extensive audit and reporting capabilities.
 32. Must support and control ever increasing number of devices, including bring your own device (BYOD), attaching to the college networks.
 33. Fully and equally support multi-vendor network equipment and its operations (the proposed solution must be vendor agnostic).
 34. Utilize and comply with all industry standard network protocols (please see addendum A for partial listing of protocols).
 35. Interoperate with on premises and other third-party cloud based network and security systems and services to automate involved college processes and improve security, efficiency and effectiveness.
 36. All DDI solution operations and communications must adhere to maximum-security standards and best industry practices. The proposed solution should not pose a security or operational risk to the college.
 37. Must support connected device discovery and profiling capabilities to provide a comprehensive global view of any and all devices connected to the college's networks.
 38. Must interoperate with the college's SIEM solution (LogRhythm) to store its logs and other operational data for extended period of time (minimum 12 months). The vendor must provide a realistic estimate of annual data storage requirements for this purpose.
 39. Must natively integrate and interoperate with all Microsoft products and technologies including Active Directory, ADFS, SCCM, etc.
 40. Must support all Microsoft and other enterprise authentication technologies and standards (i.e. Windows authentication, Kerberos, NTLM, SAML 2.0, OAuth 2.0, etc.).
 41. The proposed DDI solution must be extensible and scalable to accommodate the college's growing needs and keep up with complex operational requirements.
 42. Must work with the college's existing desktop and server software applications (please see addendum B).
 43. Must support on premises and cloud based multi factor authentication solutions to improve security.
 44. The proposed solution should be a redundant system and should not be a single point of failure for college operations.
 45. The proposed DDI solution should provide fast, sufficient internal storage (SSD) to retain the operational data on the solution (if proposed as hardware appliance).
 46. The vendor should provide licensing options to demonstrate the financial viability of the proposed solution.
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47. Include a minimum of two (2) 100/1000/10G copper Ethernet interfaces (if proposed as hardware appliance).
 48. Must provide extensive analytics, reporting and notification functionality to alert college staff about events of interest and suspicious activities.
 49. Support Active/Active and Active/Standby configuration modes for maximum high availability.
 50. The vendors must provide regular software updates to the proposed system as part of its maintenance program. In this context, the vendors should provide their existing software update and patching schedule to demonstrate their software update cadence.
 51. The solution must provide a highly functional, HTML5 compliant centralized web management console for the management of the proposed solution. Additional support of Secure Shell v2 is highly desired.
 52. Proposed solution must provide detailed activity auditing capability and able to export this information to the college's SIEM solution (LogRhythm).
 53. Must fully support Windows Server 2008 through 2016, Windows 10, 8.1, 8, 7 and Apple OSX desktops, Android, IOS and IoT devices.
 54. Must support open standards all leading network and security platforms and leading applications.
 55. The vendor must provide a three year product road map.
 56. Vendors must provide hardware and software maintenance for each of the proposed solutions that needs to cover support for 24x7x4, 24x7xNBD, and 8x5xNBD.
 57. The proposed solution must interoperate with network and system automation and orchestration tools to enforce information security policies across the college.
 58. The proposed solution must accommodate the placement of one DDI solution at the college's main data center and the other one at the disaster recovery center at the south campus and configure these systems to operate in active/active (preferred) or active/standby configuration (High-Availability Pair) depending on the solutions HA implementation to be decided by the college.
 59. The proposed solution(s) must address the technical requirements and design objectives delineated herein. The vendor is solely responsible to deliver a fully functional solution meeting the specifications described herein. After the award of the contract, the awarded vendor (contractor) is responsible for any necessary item not brought to the attention of CCAC before the award in order to complete the project by the specifications & design objectives.

3.2 Desired Features

1. It is highly desired that the proposed solution to provide threat protection for an additional layer of defense against malicious Internet content and infected devices.
2. Inventory and monitor IP-enabled unintelligent client devices like badge readers, HVAC systems, and printers, etc.
3. Provide detailed information about DHCP hosts (i.e. First seen, last seen, connected switch port information, etc.).
4. Interoperate with DNS, DHCP and IP Address Management tools (IPAM) to provide maximum security for these network services without injecting delay into security processes.

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5. The solution should be immune to denial-of-service attacks or other types of security threats that may hinder or cease the operation of the proposed solution's functionality.
 6. If the proposed DDI solution is not available (inoperable), all network services that provided by the DDI solution must continue to operate based on the last configured state of the DDI system until the DDI solution is brought back online and become fully functional.
 7. Provide a modular hot swappable (1+1 redundant) dual power supply (if proposed as hardware appliance).
 8. User-configurable alerts (email and/or SNMP trap) based on potential problems (i.e. DHCP subnet reaching 10% of its capacity).
 9. Provide integrated workflow management for the offered DDI functions and features.
 10. Able to perform network scans across multiple hardware vendors in both switching and routing (i.e. Cisco, HP Procurve, etc.).

3.3 Implementation Requirements

The college expects the selected vendor to provide industry best practices for management of production services and any specifics related to their proposed solution. It is desired that the solution architecture is designed to accommodate future growth without requiring the college to make fundamental changes to the proposed solution. In case the college chooses to work with more than one vendor for the right solution, it is expected that all vendors work together for the successful completion of the project. It is very important for vendors to understand the college's objectives, requirements and timelines and come up with a solution that satisfies the needs of the college at a reasonable cost. The following requirements are mandatory:

3.3.1 Testing, Staging and Deployment Schedule

- a. Demonstrate prototype solution showing the configuration as it interoperates with the college's network.
- b. Describe how the solution works during system/device failure.
- c. Vendors are required to submit the complete plan and action steps clearly specifying execution items.
- d. The vendor is required to provide product road map and details on how their solution delivers the required features.
- e. The vendor must provide a summary of known outstanding bugs associated with the current solution (hardware and/or software).
- f. The vendor must provide a diagram showing how the proposed system will work and interoperate with college systems.
- g. Vendors must work in such a manner that college business is not affected in any way. If emergency network down time is inevitable to deliver the proposed solution, at least 15 days prior written notice is required by the college's ServiceDesk.
- h. It is the vendor's responsibility to install, configure and integrate the complete solution as per college business schedule.

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- i. One DDI solution will be placed in the main data center at OCS and the other one at the disaster recovery center at the south campus. These systems will be connected by a high speed optical network to sync all configuration and data (including session information) for active/active configuration.

3.3.2 Availability and Business Continuity

The college's information systems operate as a 'virtual campus', where users access these systems from any place at any time. The proposed design is expected to prevent possible single points of failure within the system.

3.3.3 Management and Monitoring

- a. The vendor must specify the recommended and minimum memory, number of CPUs, and disk space for the proposed system hardware and operating system for the proposed solution (if it needs to be procured by the college). The system must be installed and updated by ITS personnel on CCAC owned hardware located in the college's network operations center.
- b. Provide notification capability that alerts appropriate college staff for suspicious events and systems failures via phone, text messaging, email etc.
- c. Describe how the system logs errors, what error data constituents are documented and how to view useable information from log errors.
- d. Describe any monitoring tools or plug-ins (i.e. Nagios plug-ins) that exists to monitor the system.

3.4 Security and Audit

The solution should not cause security vulnerabilities.

3.5 Training and Support

3.5.1 Training

- a. Provide manufacturer certified training for three CCAC employees to be trained to configure, operate and maintain the proposed solution. The assumptions about the proficiency of the CCAC personnel must be noted. CCAC may use these vouchers at any point in time.
- b. Provide a list of electronic and printed documentation provided for installation, operation, use, and administration of the whole solution.
- c. In addition to formal training, the college requires the vendor to provide on-site training of key concepts which are specific to the proposed solution. The vendor must specify the type of training provided.
- d. Specify and describe any help files provided by the system, and whether they can be customized for CCAC.

3.5.2 Support

- a. Describe if and how you will provide 24 x 7 support and the time frame of guaranteed initial response time.
- b. Specify whether you will provide on-site support of initial installation.
- c. Describe other services for maintaining the solution in a supported state.

3.6 Project Management

The selected vendor will:

- a. Establish and manage a formalized project delivery approach to successfully implement this project.

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- b. Develop a Project Management Plan that includes
 - i. Project objectives and success criteria
 - ii. Deliverables
 - iii. Role/responsibilities
 - iv. Contact information
 - v. Communication protocols
 - vi. Associates project schedule
 - c. Attend and participate in all project related meetings as necessary and will be responsible for assuring meeting minutes are produced and distributed to the project management team.

4.0 SCHEDULE OF EVENTS

RFP release.....	June 11, 2018
Close date for RFP questions.....	June 18, 2018
Proposal due 2:00 PM.....	June 22, 2018
Contract signed (estimated).....	June 25, 2018
The equipment and software must be received by	June 29, 2018
Project completed by.....	July 31, 2018

5.0 INSTRUCTIONS TO VENDORS

5.1 RFP Questions and Clarifications

Vendors shall aggregate their requests for clarification and submit them via e-mail to mcvetic@ccac.edu. Contact should be no later than **June 18, 2018**. Such requests for clarification, and CCAC's response, will be supplied in writing to all parties that have received copies of the RFP, without identifying the source of the inquiry.

5.2 RFP Response Format

Vendors must address all information specified by this RFP. All questions must be answered completely. CCAC reserves the right to verify any information contained in the vendor's RFP response, and to request additional information after the RFP response has been received. Any supplemental information that you provide must be in writing and will become part of your proposal.

Marketing brochures included as part of the main body of the proposal response shall not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and a vendor's answers in the body of the proposal, the latter will prevail.

5.3 Cover Letter

The proposal must be accompanied by a cover letter, signed by an individual authorized to bind the proposed entity.

5.4 Vendor Profile and Demographics

Provide a statement giving a brief history of your company, how it is organized, and how its available products and of years under the present business name.

- a. The number of years that the vendor has been providing the specific solution that forms part of its current proposal.
- b. A description of the vendor's operations: facilities, business and objectives, and the number of employees.

5.5 Financial Information

Upon request (within 48 hours) the vendor shall provide a complete set of audited financial statements for the past three years. All financial statements should be prepared to generally accepted accounting principles. Each vendor should note that CCAC reserves the right to purchase credit reports and additional financial information as it deems necessary. The vendor shall also provide a copy of its corporate annual report.

5.6 Proposal Submission

Vendors' proposals should be mailed/delivered to the following address:

Mr. Michael Cvetic
Assistant Director of Purchasing
Community College of Allegheny County
800 Allegheny Avenue
Pittsburgh, PA 15233-1895

Please note that it is the vendor's responsibility to ensure that the proposal and all other required documents are received at the address named above by the closing date specified above. CCAC will be the sole judge of the qualifications of all prospective candidates, and reserves the right to reject any and all submittals without recourse.

CCAC is aware that information contained in the proposals indicates the vendor's current operations. Therefore, use of this information shall be confined to this request and will be treated as confidential.

Vendors shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation phase. CCAC will, in no way, be responsible for these costs, regardless of the conduct or outcome of the prequalification process.

5.7 Proposal Evaluation

The evaluation process may include:

- a. Detailed description and presentation of solution at College Office, 800 Allegheny Avenue, PA 15233
- b. A detailed technical evaluation to determine conformity to the requirements.
- c. After completing the evaluation phase of the process, CCAC will enter into contract/financial negotiations with identified vendors. The final selection will be based on the satisfactory outcome of these negotiations.

5.8 Preliminary Examination

CCAC will examine the proposals to determine whether they are complete, that the documents have been properly signed and that they are compliant with the general proposal requirements.

5.9 Detailed Technical Evaluation

An evaluation of proposed products will generally include an assessment of the viability of those products in the proposed solution. These assessments will be based on an established installed base, market share and growth trends, for which vendors must provide supporting information.

Evaluation will also include the fit and integration with related CCAC infrastructure, system environments and business applications. Technical merits and features will be reviewed against the requirements identified in the vendor and technical requirements sections of this document.

5.10 References

The vendor should provide details of three to five customers for reference. References should be for customers with objectives and requirements similar to those of CCAC. References should include information about the contract (specific products in use, date of contract execution, "go live" and completion date and any services provided), as well as contact information for the client's project manager or other senior staff members familiar with the project. CCAC reserves the right to contact these references and discuss the client's level of satisfaction with the vendor and its products.

5.11 Sample of Proposed Systems

Vendor must submit samples of proposed systems prior to proposal due date. Samples will be returned to vendor after testing. Vendors might be asked to demonstrate certain features. Exact-configuration sample models are required.

5.12 Treatment of Information

All information about CCAC provided during the RFP process shall remain under nondisclosure and cannot be released without the express permission of CCAC. The vendor may not make any public announcements or news releases pertaining to the vendor's intent to enter into an agreement without CCAC's prior written permission.

6.0 VENDOR REQUIREMENTS:

6.1 Operational requirements:

- a. The vendor must be flexible in modifying their project plan timeframe to meet the college's project demands. The project must be completed within the published timeframe.
- b. The vendor shall furnish acceptable evidence of the proposed systems in use by other schools/institutions. Vendor to provide 3 references.
- c. CCAC recognizes that this project involves significant technical capability for successful completion. Any information provided by CCAC with regard to this project is strictly confidential and shall not be disclosed to third parties.

-
- d. Any information provided by CCAC or any vendor prior to the release of this RFP, verbally or in writing, is considered preliminary and is not binding for CCAC or the vendor.
 - e. No interpretation of the meaning of the specifications or other proposal documents, or correction of any apparent ambiguity, inconsistency, or error therein will be made orally to any vendor. Every request for such interpretation or correction must be in writing, addressed to a CCAC agent. In case CCAC finds it expedient to supplement, modify, or interpret any portion of the proposal documents prior to the proposal due date, such procedure will be accomplished by the issuance of written addenda to the RFP which will be e-mailed, mailed, faxed, or delivered to all prospective vendors at the respective address furnished for such purpose.
 - f. All addenda must be acknowledged in writing and included within the proposal documents submitted by the vendor.
 - g. This RFP, any subsequent addenda, and any written responses to questions take precedence over any information previously provided.
 - h. The solution integration and interoperation may necessitate some changes on the college's existing information technology systems. In such case, the proposed changes have to be reviewed and approved by the appropriate college staff.
 - i. Clarification and Interpretation of RFP:

The words "must", "will", "should", or "shall", in this RFP indicate mandatory requirements. Taking exception to any mandatory requirement may be grounds for rejection of the proposal.
 - j. A proposal, which is in any way incomplete, irregular, or conditional, will not be accepted unless approved in advance by CCAC.
 - k. THE VENDOR MUST ENSURE INTEGRATED OPERABILITY BETWEEN THE NEWLY INSTALLED SOLUTION AND THE COLLEGE'S EXISTING INFORMATION RESOURCES FOR A 60-DAY PERIOD FOLLOWING THE NEW SOLUTION INSTALLATION BEFORE THE COLLEGE SHALL PROVIDE THE PROJECT SIGN-OFF. ONCE THE SIGN-OFF IS MADE, THE REMAINING 25% OF THE AWARD WILL BE REMITTED TO THE VENDOR.
 - l. The vendor must address the technical requirements delineated herein and professional services objectives identified in section 2.3 Solution Vision. After the award of the contract, the awarded vendor (contractor) is responsible for any necessary item not brought to the attention of CCAC before the award in order to complete the project.
 - m. It is not the intent of this specification to describe all technical requirements essential to operation, installation, and management of the solution, nor to set forth those requirements adequately covered by applicable codes, industry standards, and accepted trade practices. It's the vendor's responsibility to implement and deliver a fully functioning, complete, optimized system that meets the criteria of all objectives, technical and functional requirements.

7.0 VENDOR COMPLIANCE MATRIX

The accompanying Vendor Compliance Matrix must be completed by each respondent (**Attachment 1**).

8.0 REQUIRED SUBMITTALS

The College requires that responses to this solicitation contain the following information:

- ☐ **SUBMITTAL FORM –1:** Vendor must complete, sign, and submit this page with their proposal response.
- ☐ **PRICING SUMMARY PAGES:** Submit the designated Pricing Page (and attach detailed pricing breakdown).
- ☐ **VENDOR COMPLIANCE MATRIX – (see Attachment 1):** Vendor must complete, sign, and submit this form with their proposal response.
- ☐ **REQUIRED DOCUMENTATION:** Submit all documentation and support materials as described throughout this RFP.
- ☐ **REFERENCES** – submit at least three customer references for similar services.
- ☐ **MBE/WBE PARTICIPATION:** CCAC encourages the participation of minority and women-owned businesses in all of its contracts and is committed to providing maximum opportunities for qualified minority and/or women-owned business enterprises ("MBE/WBEs") to participate in its work. Vendor agrees (1) if qualified, to take reasonable and timely steps to obtain appropriate certification as an MBE and/or WBE, (2) to ensure that MBE and/or WBEs are appropriately considered as subcontractors and/or suppliers under this Agreement; and (3) to report moneys spent for MBE and/or WBE subcontractors and/or suppliers for work as CCAC may from time to time reasonably request. CCAC's goal for MBE/WBE participation is 15%. Please provide documentation as to your firm's good faith effort to reach this goal by describing all applicable details of MBE/WBE participation that may be included in the resulting agreement.

9.0 GENERAL SUBMITTAL REQUIREMENTS

- ☐ All proposal responses, inclusive of the required submittals and all other documentation, must be submitted in hard copy and either mailed, delivered by private carrier, or hand-delivered (no fax or electronic responses). ☐ **PROPOSAL DEADLINE:** Proposals are due by 2:00 p.m. Friay, June 22, 2018. (Proposals received late will not be considered by the College.)

One original and one digital copy (single PDF unprotected file) of such shall be appropriately identified and **delivered to:** Community College of Allegheny County, Purchasing Department - Attn: Michael Cvetic, 800 Allegheny Avenue, Pittsburgh, PA 15233

- ☐ Proposals shall clearly indicate company name, full address, contact person, phone number, fax number and e-mail address.
 - ☐ Proposals must contain the original signature of a duly authorized officer or agent of the company submitting the proposal.
 - ☐ Any/all information/language that is proposed to be incorporated into any final agreement shall be submitted with the vendor's response.
 - ☐ All costs incurred in preparing a response shall be at the vendor's expense.
-

❑ **VENDOR REPRESENTATION / WARRANTY**

Any responding vendor, by submitting a proposal, specifically represents and warrants that it has and shall possess, and that its employees, agents and subcontractors have and shall possess, the required education, knowledge, experience and character necessary to qualify them individually for the particular duties they perform. CCAC shall reserve the right to inspect and/or evaluate any potential awardee's facility, physical equipment, staff, and all matters that may bear upon the ability to successfully perform the scope of work. CCAC shall conduct interviews of vendors as needed to evaluate qualifications. Should CCAC reasonably find that any vendor does not have the capacity to perform the work, CCAC may reject the vendor's proposal.

❑ **CONTRACTOR INTEGRITY PROVISIONS**

The awarded Contractor must agree and abide by the following integrity, confidentiality and non-disclosure provisions:

- ❑ **COLLEGE'S INTERESTS:** Contractor agrees that it will not during the term of the resulting agreement engage in any activity which is contrary to and in conflict with the best interests, goals and purposes of the College.
- ❑ **CONFIDENTIALITY:** The Contractor shall not disclose to others any confidential information gained by virtue of the proposal process and the resulting contract.
- ❑ **COMPLIANCE WITH APPLICABLE LAW:** The Contractor shall maintain the highest standards of integrity in the performance of the contract and shall take no action in violation of state or federal laws, regulations, or any other requirements that govern contracting with the College.
- ❑ **PREVIOUS PERFORMANCE CONSIDERATIONS:** Contracts will not be awarded by the College to any corporation, firm or individual that has failed in any former contract with the College to perform or complete work or, in the College's sole judgment, to satisfactorily deliver or provide the quality of materials, fulfill any guarantee(s) or complete work in accordance with the schedule for such prior contract.

10.0 GENERAL TERMS AND CONDITIONS OF THE AWARDED CONTRACT

Execution of a written contract, with terms and conditions in such form attached hereto under **Appendix A (Master Service Agreement)**, will be required by any company selected to perform the work that is the subject of this RFP. The final, executed contract will incorporate this RFP document, any addenda to the RFP issued by the College, and those portions of the selected vendor's proposal designated as accepted by College.

The Master Service Agreement (MSA) and any documents referred to or incorporated therein and/or attached thereto shall be complementary, and what is called for by any one shall be as binding as if called for by all. If, with respect to any subject, the terms and conditions set forth in such documents and attachments are consistent with the terms and conditions of the MSA, then their provisions and requirements shall be deemed cumulative and Seller shall comply with each provision and requirement. However, to the extent that any provision in such documents is, or may be, inconsistent with a provision therein, on the same subject or a part of a subject, then the Contractor shall comply with the provision which is most favorable to College, as determined by College.

Any terms and conditions of a responding vendor that are in conflict with the College's terms and conditions, inclusive of any specific contractual requirements, must be identified within the vendor's response. CCAC, at its sole discretion, may negotiate the inclusion, exclusion, or alteration of any language, terms, pricing or conditions prior to the issuance of a signed contract or, if applicable, throughout the term of the contract.

Systems proposed must be fully functional. The cost of any omissions will be the responsibility of the vendor.

11.0

INSURANCE AND INDEMNIFICATION REQUIREMENTS

The awarded Contractor agrees to comply with the College's insurance and indemnification requirements as stated in **Form B** attached and incorporated herein. An insurance certificate that meets all requirements must be submitted by the Contractor prior to any work being performed.

12.0 EVALUATION AND AWARD OF PROPOSALS

While each proposal shall be considered objectively, CCAC reserves the right to accept or reject any proposal and to waive any formalities, informalities or technicalities in the RFP process at its own discretion.

CCAC will not be bound by oral explanations or instructions given by any CCAC employee or agent at any time during the competitive proposal process or after award. Only modifications to specifications issued in writing by way of an addendum shall be valid.

COMMUNITY COLLEGE OF ALLEGHENY COUNTY
INSURANCE AND INDEMNIFICATION REQUIREMENTS

FORM B (awardee only)

Indemnification. To the fullest extent permitted by law, Contractor shall defend, indemnify and hold harmless the Community College of Allegheny County (CCAC), its agents, officers, employees, and volunteers from and against all claims, damages, losses, and expenses (including but not limited to attorney fees and court costs) to the extent directly arising from the acts, errors, mistakes, omissions, work or service of Contractor, its agents, employees, or any tier of its subcontractors in the performance of this Contract. The amount and type of insurance coverage requirements of this Contract will in no way be construed as limiting the scope of indemnification in this Paragraph.

Insurance. Contractor shall maintain during the term of this Contract insurance policies described below issued by companies licensed in Pennsylvania with a current A.M. Best rating of A- or better. At the signing of this Contract, and prior to the commencement of any work, Contractor shall furnish the CCAC Procurement Department with a Certificate of Insurance evidencing the required coverages, conditions, and limits required by this Contract at the following address: Community College of Allegheny County, Procurement Department, 800 Allegheny Avenue, Pittsburgh, PA 15233.

The insurance policies, except Workers' Compensation and Professional Liability (as applicable), shall be endorsed to name Community College of Allegheny County, its agents, officers, employees, and volunteers as Additional Insureds with the following language or its equivalent:

Community College of Allegheny County, its agents, officers, employees, and volunteers are hereby named as additional insureds as their interest may appear.

All such Certificates shall provide a 30-day notice of cancellation. Renewal Certificates must be provided for any policies that expire during the term of this Contract. Certificate must specify whether coverage is written on an Occurrence or a Claims Made Policy form.

Insurance coverage required under this Contract is:

- 1) Commercial General Liability** insurance with a limit of not less than \$1,000,000 per occurrence for bodily injury, property damage, personal injury, products and completed operations, and blanket contractual coverage, including but not limited to the liability assumed under the indemnification provisions of this Contract.
- 2) Automobile Liability** insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to Contractor's owned, hired, and non-owned vehicles.
- 3) Workers' Compensation insurance with limits statutorily required by any Federal or State law and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.**

14.0 SUBMITTAL FORM

SUBMITTAL FORM - page 1 of 3

All responses must be typewritten or printed. If an explanation is requested or additional space is required, please include additional pages as required and sign each additional page. The signatory represents and warrants the accuracy of all information and responses provided on this form. Failure to submit a fully completed Submittal Form may cause the proposal to be deemed non-responsive and disqualified from further review. If a change occurs which would necessitate a modification of any response, the proposer should submit an updated form to the CCAC Procurement Department within thirty (30) calendar days.

GENERAL INFORMATION

1. **Legal Name of Organization:** _____
2. **Principal Office/Business Address:**
Street Address: _____

City/State: _____
Zip Code: _____
3. **Business Phone Number:** _____
4. **Fax Number:** _____
5. **Website Address:** _____
6. **Location of Branch Offices:** _____
7. **Years in Business:** _____
8. **Number of Employees:** _____
9. **Federal Employer Tax ID No.:** _____

ORGANIZATION STRUCTURE

1. **Type of Business Entity (check one):**

- ☐ Corporation ☐ Partnership ☐ Other (*please attach document describing ownership structure*)

SUBMITTAL FORM – page 2 of 3

2. Corporation Information (if applicable):

Date of Incorporation: _____
State of Incorporation: _____
President: _____
Vice-President(s): _____
Secretary: _____
Treasurer: _____

3. Partnership Information (if applicable):

Date of Organization: _____
Type (limited; general): _____
Name/Addresses of Partners: _____

4. Are you a certified M/W/DBE? ☐ YES ☐ NO

If “YES”, list certification number and classification:

5. Indicate whether you anticipate subcontracting any portion of these services, and the names and addresses of any proposed subcontractors:

6. List any and all other legal and DBA names under which your firm has operated during the past ten (10) years, including dates when used and the reasons for the subsequent change in name(s):

7. State whether any firm owner, partner or officer has operated a similar business in the past ten (10) years. Include the names and addresses of each such business:

SUBMITTAL FORM – page 3 of 3

CONTACT INFORMATION FOR RFP RESPONSE

Please provide the requested information for the individual(s) responsible for preparing your organization's response to this RFP and/or to whom requests for additional information or clarification should be directed:

Name: _____
Title: _____
Address: _____

City/State/Zip: _____
Phone Number: _____
Fax Number: _____
Email: _____

ACKNOWLEDGMENT AND SIGNATURE

The undersigned, having carefully examined all sections and attachments to this Request for Proposal (RFP), does hereby offer to furnish all labor, materials, equipment, supplies, insurance and any bonds specified, and all services necessary to fulfill the requirements set forth in the RFP. The undersigned further represents and warrants by its signature below that it has fully reviewed and understands all elements of the RFP, that all information submitted by it or included with its proposal, including all responses on this Submittal Form, is truthful and accurate, and that it agrees to be bound by all terms and conditions set forth in the RFP, any resulting addenda, and its attachments.

STATEMENT OF NON-COLLUSION

The undersigned also certifies that this proposal is made without previous understanding, agreement or connection with any person, firm, or corporation making a proposal on this same service and is in all respects, fair and without collusion or fraud.

Company Name: _____

Signature of Representative:

Printed Name of Representative:

Title: _____ **Date:** _____

15.0 PERFORMANCE BOND REQUIREMENTS

Performance Bond Required of Awarded Vendor – \$25,000.00

Must use the college's form on the next page.

In lieu of a performance bond, the awarded vendor may submit either a certified or cashier's check or an Irrevocable Letter of Credit in the amount of \$25,000.00.

Irrevocable Letter of Credit shall be as follows:

A contractor or supplier to the Community College of Allegheny County may substitute an Irrevocable Letter of Credit in lieu of a Performance Bond. If this option is chosen by the contractor or supplier, the Irrevocable Letter of Credit must include the following terms.

a. The terms of payment must be stated as follows:

“The drafts must be accompanied by your (CCAC) signed statement certifying that the contractor has not performed satisfactorily in accordance with the specifications and conditions of the contract.

Unsatisfactory performance will be determined solely by the Community College of Allegheny County”.

b. The Irrevocable Letter of Credit must be payable and confirmed through a correspondent bank headquartered within the United States and which has total assets of at least \$5 billion.

Any performance bond, certified/cashier's check, or Irrevocable Letter of Credit submitted by the awarded vendor shall remain in effect (certified/cashier's check held by CCAC) for a period of ninety days beyond the final date of acceptance and signoff by CCAC.

16.0 PERFORMANCE BOND (awardee only)

COMMUNITY COLLEGE OF ALLEGHENY COUNTY

800 Allegheny Avenue, Pittsburgh, Pennsylvania 15233

BOND NUMBER _____

PERFORMANCE BOND

Know all men by these Presents that we _____
(hereinafter called "Principal") as Principal, and _____
authorized to do business in the Commonwealth of Pennsylvania (hereinafter called "Surety") as Surety, are held
and firmly bound unto the Community College of Allegheny County, through its Board of Trustees,
_____ in the sum of _____

to be paid to the said College aforesaid, its certain attorney, or assigns. To which payment will and truly be made,
said principal and said surety to bind themselves, their respective successors or assigns jointly and severally, firmly
by these presents.

WITNESS our hands and seals, the _____ day of _____ the year of our Lord 2009.
WHEREAS the above bounded _____ has
filed with the Community College of Allegheny County proposals for the _____
_____. The Condition of the above Obligation is such that if the said
_____ shall perform _____ In
accordance with the agreement between _____ and
the Community College of Allegheny County of even date herewith and the specifications and proposals attached
to and made part of the agreement, shall indemnify and save harmless the said Community College of Allegheny
County from all liens, charges, demands, losses and damages of every kind and nature, whatsoever. Then this
obligations to be void, otherwise to be and remain in full force and virtue.

Attest:

CONTRACTOR

(SEAL)

SECRETARY

PRESIDENT

Signed, Sealed, and Delivered in presence of:

(SEAL)

SURETY COMPANY

WITNESS

ADDRESS

TITLE

17.0 APPENDIX A MASTER SERVICES AGREEMENT (awardee only)

THIS MASTER SERVICES AGREEMENT ("Agreement") is made and entered into as of this ____ day of _____, 2017, by and between Community College of Allegheny County, with a business office located at 800 Allegheny Avenue, Pittsburgh, PA 15233 (hereinafter referred to as the "College"), and the company or business listed on the signature page hereto (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the College has issued a Request for Quotation, Proposal Solicitation, Request for Proposal, and/or a Purchase Order (hereinafter individually and collectively referred to as the "Order"), pursuant to Proposal No.

which College seeks to procure certain work and services, as more fully described on the Order; and

WHEREAS, Contractor has submitted a proposal to the College to provide the services described in the Order, a copy of which is attached hereto as Exhibit A (hereinafter the "Proposal") and incorporated by reference;

WHEREAS, the College desires to engage Contractor to provide the services, pursuant to and in accordance with the terms and conditions that this Agreement set forth herein.

NOW, THEREFORE, in consideration of the premises and covenants that this Agreement contains, the receipt and adequacy of which are hereby acknowledged, the parties, intending to be legally bound, agree as follows:

1. Term. The term of this Agreement shall be as specified in the Order unless otherwise stated in the section below. If no date is specified, this Agreement shall begin with the date first stated above and terminate upon satisfactory completion of the services described herein.
2. Services. Contractor shall fully and faithfully perform the work and services described in the Order and the Proposal and any specifications, scope of work or other documentation attached thereto. Contractor warrants that all work and services performed by or on behalf of it under this Agreement will conform to all terms and specifications set forth in the Order and in the Proposal.
3. Price/Fees: The College shall pay Contractor for the services and work performed by Contractor in accordance with the fees and/or prices set forth in the Proposal.
4. Terms and Conditions: This Agreement, and the services to be performed by Contractor hereunder, will be subject to and governed by College's Standard Terms and Conditions for the Purchase of Goods and Services ("Master Terms"), which are incorporated herein by reference. The Master Terms can be viewed and downloaded at https://www.ccac.edu/Terms_and_Conditions.aspx. By signing below, Contractor acknowledges its receipt and acceptance of the Master Terms.
5. Insurance Requirements: In addition to the Master Terms, Contractor shall comply with the insurance and indemnification requirements set forth on Exhibit B, which are incorporated herein by

reference. Prior to commencing performance of the Services, Contractor shall furnish to the College a properly executed certificate(s) of insurance which evidence all insurance required by Exhibit B. Said certificate(s) of insurance shall be attached herein as Exhibit C.

6. Assignment. Contractor may not assign or subcontract this Agreement or its performance thereof, in whole or in part, without the College's prior written consent.

7. Entire Agreement; Modification. This Agreement, together with the Exhibits and other documents referenced and incorporated herein, sets forth the entire agreement of the parties on the subject matter hereof and supersedes all previous or concurrent agreements between them, whether oral or written. Any proposal, quotation, acknowledgment, confirmation or other writing submitted by Contractor to the College shall not be deemed to amend or modify this Agreement, and will be of no legal effect except to the extent that it serves to identify the work and services to be performed by the Contractor. This Agreement, and the terms set forth in the Master Terms, will control over any conflicting terms or provisions contained in any proposal, invoice or other documentation submitted by Contractor to College. The terms of this Agreement may not be modified or changed except by a writing that both parties sign. This Agreement shall inure to the benefit of the College and Contractor and the College's successors and assigns.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year first above written.

CONTRACTOR:

By: _____

Signature: _____

Title: _____

Date: _____

COMMUNITY COLLEGE

OF ALLEGHENY COUNTY:

By: _____

Signature: _____

Title: _____

Date: _____

EXHIBITS - The following Exhibits are attached hereto and made a part of this Agreement for all purposes:

☐ Exhibit A - Contractor's Proposal Response

☐ Exhibit B - Insurance Requirements

☐ Exhibit C - Contractor's Certificate(s) of Insurance.

18.0 PRICING PAGE DNS, DHCP and IP Address Management (DDI) Solution**PRICING PAGE – RFP 3110**

In addition to this Pricing Summary Page, vendors must submit **complete and itemized listings** of all proposed charges (i.e.: equipment, parts, and materials; software, shipping; labor, installation, integration, and implementation; maintenance options; etc.). Systems proposed must be fully functional. The cost of any omissions will be the responsibility of the vendor.

Lump Sum Hardware Cost	\$
Lump Sum Software Cost	\$
Lump Sum Labor, Installation, Integration, Implementation, Testing, Training, and Other Costs	\$
Grand Total	\$

Hardware and Software Maintenance Options:

24 x 7 x 4	\$
24 x 7 x NBD	\$
8 x 5 x NBD	\$

Vendor Name: _____