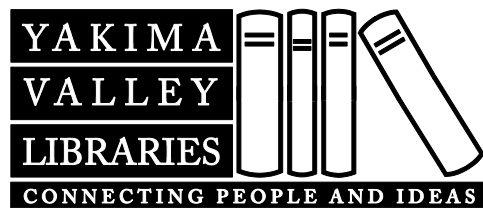


RFQ-106

Request for Quote

for

2021 Network Analysis



Melissa Vickers
Information Technology Manager

Yakima Valley Libraries

7/26/2021 and Amended on 8/3/2021

RFQ NAME: 2021 Network Analysis

ISSUING AGENCY: Yakima Valley Libraries
102 North 3rd Street
Yakima, WA 98901

Yakima Valley Libraries is seeking quotes from qualified vendors for a project to perform a network assessment including an examination of disaster recovery and backups.

1. RFQ SCHEDULE

Issue Request for Quote (RFQ)	7/26/2021
Pre-Quote Question Period	7/26/2021 – 8/12/2021
Deadline for Receipt of Quotes	8/12/2021
Evaluation of Quotes	8/12/2021 – 8/19/2021
Name Apparent Successful Vendor	8/19/2021

Upon release of this RFQ, all responding Vendors' communications must be directed to the RFQ Coordinator's email address listed below:

Melissa Vickers, RFQ Coordinator
102 North 3rd Street
Yakima, WA 98901
Email: mvickers@yvl.org

2. PRE-QUOTE QUESTION PERIOD

Respondents who wish to submit a quote are invited to forward any questions about the Scope of Work to the RFQ Coordinator. Questions will be accepted through August 12, 2021. Respondents are requested to submit their questions to the RFQ Coordinator in writing via email.

3. CONTRACT PERIOD AND PAYMENT TERMS

The contract term will conclude at the project's completion. **Project to be completed by 11/30/2021.** The start date will be determined during contract negotiation. The quote price provided will be valid for a 90 day period. Once an agreement has been executed, either party may cancel this agreement with 30 days written notice.

Billing for this contract is to be done after services are complete. Invoices will be emailed to: itpurchasing@yvl.org or mailed to:

Yakima Valley Libraries
Attn: IT Purchasing
102 North 3rd Street
Yakima, WA 98901

Terms of payment will be Net 30 days after receipt of invoice and acceptable completion of project.

4. ADDITIONAL SERVICES

Written approval must be obtained from YVL prior to performing any additional services not included in this RFQ.

5. PROJECT LOCATION

Yakima Valley Libraries
102 North 3rd Street
Yakima, WA 98901
Yakima County

6. CERTIFICATIONS AND REQUIREMENTS

- A. All contractors, subcontractors and vendors must be licensed and bonded.
- B. Certificate of insurance; naming Yakima Valley Libraries is required.
- C. Valid Unified Business Identifier (UBI)

7. REFERENCES

Quote submitted will include 3 commercial references for comparable work / projects.

8. APPARENT SUCCESSFUL VENDOR

An Evaluation Committee will select the Apparent Successful Vendor who most closely meets the requirements of this RFQ. Quotes received will be evaluated on the basis of the response to Quote Deliverables as outlined in the Scope of work that include price, schedule, project team qualifications, and references. After successful contract negotiations have been completed, the Apparent Successful Vendor will be awarded the project to complete a network assessment including an evaluation of disaster recovery and backups.

The Contract will incorporate all requirements, terms, and conditions of this RFQ and the Apparent Successful Vendor's proposal as negotiated. If Yakima Valley Libraries fails to negotiate a contract with the Apparent Successful Vendor, the Library District reserves the right to negotiate a contract with the next most qualified Vendor. The award of a contract pursuant to this RFQ is expressly conditional upon the execution of a contract document deemed acceptable by Yakima Valley Libraries.

All proposals are considered confidential in nature. However, upon submission of a Public Records Request Form, in accordance with Yakima Valley Libraries' Inspection of Public Records Request Policy and Procedure, they will be made available.

9. LIST OF EQUIPMENT SUPPLIED BY YAKIMA VALLEY LIBRARIES

- A. None

10. BACKGROUND INFORMATION

Yakima Valley Libraries consists of seventeen (17) physical library locations (17 physical locations with Yakima and Service Center that share a building) as a junior taxing district within Yakima County of Washington State providing library services to the public with the exception of the City of Grandview. Our ninety (90) staff positions with four (4) of those as full-time IT staff support the physical library locations as well as our Nile Express services and Outreach services with staff providing services using non-library facilities. YVL utilizes the County's secure data center for our core network equipment as well as Amazon's Web Services for cloud file storage. Locations for YVL and their addresses can be found on our website at: <https://www.yvl.org/locaitons>.

The YVL's IT department supports approximately 35 infrastructure devices (Cisco, Dell, Netgear, and D-Link), 28 physical servers (1 of which is a virtual with 8 instances), 270 desktop computers, 30 laptops and tablets, 65 printers and more. WiFi access at YVL is controlled by Adtran Bluesocket ProCloud. The library system is currently using BackupAssist software for a backup solution. The Yakima Central Library and Service Center building is the only location that shares a Mitel VoIP phone system with 40 phones.

11. SCOPE OF WORK

Yakima Valley Libraries is seeking a vendor to establish a baseline of our system health, by evaluating the architecture, security, reliability, recoverability, and performance for the system in its current operational capacity. This will establish a baseline to help prepare and plan for the future and growth of our information technology infrastructure for the next five to ten years toward a minimum one-gigabit network. The assessment will also examine disaster recovery and backups. The information collected during the assessment will be analyzed, compared against best practices, and incorporated into an assessment final report. **YVL has no preference as to whether the network assessment work is completed onsite or remotely.**

1. Network Analysis

The vendor shall perform an analysis of the network architecture and provide recommended improvements with a plan for implementation. The analysis shall include the following:

- A. Evaluation of the existing network documentation.
- B. Perform an automated network discovery and verify network map **of approximately 600 live IP addresses.**
- C. Utilize a capture of network traffic to discover and analyze network inefficiencies.
- D. Evaluation of the existing IP addressing scheme and the DNS/DHCP configuration. This is to include examination of IP traffic routing and prioritization of routes.
- E. Evaluation of the existing network architecture to include equipment, network topology, and configuration.

- F. Network throughput analysis: Measure actual data transfer rates for WAN and Internet access connections and compare against expected results.
- G. Network design, device, and configuration analysis:
 - a. Collect device configuration information. Compare design and configuration data against best practices.
 - b. Identify devices that do not meet the needs for growth to a minimum one-gigabit throughput at each location including devices that vendors no longer support.

2. Security Assessment

The vendor shall perform an analysis of network **security against standards most applicable to our organization** and provide recommended security modifications and upgrades. Recommendations shall include what should be monitored, what monitoring tools should be used, where said tools should be installed, and procedures that should be used for monitoring security. Recommendation should also include the development of an incident response program and any additional security policies or procedures.

A. The vendor shall provide a vulnerability assessment and perform penetration testing upon the following devices and services, and evaluate the hardware, software, and configuration:

- LANs
- WAN
- Routers
- Switches
- Security Infrastructure
- SQL Databases
- Site to Site VPN
- Internal and External File Transfer Protocol Services
- Virtual Drives
- Active Directory
- **WiFi (excluding Harrah and Tieton)**
- **VoIP Phone System (Yakima and Service Center only)**
- **Approximately 70 external IP addresses**

B. Review existing IT security policies, guidelines, standards, practices, processes and procedures **and compare against standards common to our type of organization.**

C. Security vulnerability analysis: Basic security assessment and recommendations to include switch and interface security as well as VLAN security (e.g. public access versus staff access).

D. Assess current network security measures as they compare to industry security best practices.

E. A physical security review is not included as part of this request for quote.

3. Disaster Recovery and Backups

The vendor shall also evaluate the disaster recovery plan and system backups documentation to ensure that the processes, procedures, tools and configurations, and

retention schedule will provide planned and timely recovery of system resources in keeping with best practices and industry standards.

DELIVERABLES

1. Quote Deliverables

Responses to this RFQ must include the following information:

- A. A cover letter/statement of interest indicating the firm's interest in the project and introducing the firm strengths and experience.
- B. Description of firm approach to project management and information gathering in a network assessment including an estimate of YVL staff hours in facilitating information gathering or presentations.
- C. Project Team: Identify team members along with their information technology education, qualifications, and experience.
- D. A minimum of three (3) references of the firm's experiences working with public entities, or similar, and relating to completed projects for the services being requested with full name, title, address, phone numbers, and email addresses.
- E. Quote with separate line items estimating hours onsite, hours offsite, traveling expenses, supplies/tools/materials, and miscellaneous.
- F. Proposed project schedule with key milestones and deliverable dates.

2. Project Deliverables

At the conclusion of the assessment, vendor will supply complete and comprehensive documentation of the assessment results, recommendations, and plans for implementation associated with this project including the identification of equipment that does not meet the baseline criteria for future growth to a minimum one-gigabit network throughput at each location. From the work performed in the project outlined above, the final report should consist, at a minimum, the following:

- A. Executive Summary
- B. Network Analysis
 - a. Results
 - b. Recommendations
 - c. Plan for implementation of any recommendations
- C. Security Assessment
 - a. Results
 - b. Recommendations
 - c. Plan for implementation of any recommendations
- D. Disaster Recovery and Backups
 - a. Recommendations
 - b. Plan for implementation of any recommendations

The vendor is to provide all parts, equipment, software, miscellaneous supplies, and permits needed to complete this project.