



PRINCE GEORGE'S COUNTY MEMORIAL
LIBRARY SYSTEM

REQUEST FOR PROPOSAL
RFP-AM- 2021-002
FIREWALLREPLACEMENT

ISSUE DATE:	November 13, 2020
SITE VISITS:	There will be no site visits for this project.
PROJECT MANAGER:	Carla Moore, Director of Information Technology
DEADLINE FOR QUESTIONS:	November 27, 2020 by 3 PM
RESPONSES TO QUESTION:	December 03, 2020
DEADLINE FOR PROPOSAL SUBMISSION:	January 11, 2021 by 3 P.M.
PROPOSAL SUBMISSION FORMAT:	PDF
EMAIL TO SUBMIT PROPOSAL:	procurement@pgcmls.info

Vendor must be an E-Rate Eligible Contractor in order to participate in this RFP.

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Background

The Prince George's County Memorial Library System (PGCMLS) consists of 19 branch libraries, a facility in the County Correctional Center and an administrative office. PGCMLS is a valued resource in the community with 69% of the county population registered as borrowers and almost 2.5 million visits last year. PGCMLS is a component unit of Prince George's County government with over 350 employees and governed by a 7-member Board of Library Trustees.

Point of Contact

All communication regarding this RFP or any matter relating thereto must be transmitted electronically by email to the single Point of Contact ("POC") as follows, phone calls and visits will not be accepted:

POC: Tee Bonés, Procurement Technician

Email: procurement@pgcmls.info

Acceptable Submissions

No submission shall be accepted in any format other than as a PDF format file attached to an email addressed to procurement@pgcmls.info. This provision shall override any other method or form of submission referenced in this RFP.

Vendor shall bear the responsibility of ensuring its submissions are received and acknowledged by PGCMLS.

In order for proposal to be considered for this RFP, please submit a proposal as described below no later than 3:00 p.m. on January 11, 2021.

Vendor Inquiries

Any questions relating to this RFP shall be directed via e-mail no later than 3:00 p.m. on November 27, 2020 to Procurement Technician:

procurement@pgcmls.info

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Standard/Licensure Requirements

The selected Contractor shall provide documentation to the Library evidencing all necessary licenses/documents to perform the services prior to the awarding of the contract.

Experience

Five years or more experience is required by Vendor.

Safety

Safety is the foremost concern in any contract operation. Any Bidder performing an unsafe act or operation shall be notified to stop work until the unsafe act or operation is corrected. If unsafe acts or operations continue, it shall result in the termination of the Contract. This project encompasses areas that may include both public and private right-of-way. Therefore, in addition to the workmen, consideration must also be made for the general public and for private property.

Guidelines for health, safety and traffic control standards have been established by various agencies. Bidder shall comply with all Health, Safety and Traffic Control standards and procedures as required by the jurisdictional agencies and regulations as applicable.

Basis of Award

All submittals will not only be reviewed based on cost, but will also receive a technical analysis, which will analyze the following:

- | | |
|--------------------------------|----------------------|
| Product/Pricing | Presentation Quality |
| Qualifications and Credentials | Control Procedures |
| Performance | Project Management |
| Capabilities | Liability Insurance |
| Company Longevity | Adequate Support |
| Proposal | Staff |

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Proposal Evaluation

Proposal will be evaluated by the Library and the highest ranking Vendors may be asked to make formal presentation to the Evaluation Committee. Evaluation of the Proposals will include but not limited to the following areas:

1. Proven service capabilities and overall quality and completeness of service (Based on recommendations by other customers, or otherwise)
2. Understanding of Library service needs
3. Cost of service (fees and charges)
4. Interview questions and answers with the top three Vendors (optional).

Payment Terms

The Library makes monthly payment at work completion, during the next 30 days after the invoice date. Please include in your proposal any payment terms that deviate from monthly payment at work completion.

Agreement Required

We will issue a Purchase Order to the successful Vendor. The Vendor shall be required to sign an Agreement for Services for this engagement. No work shall begin under this contract until a Purchase Order has been issued and the Agreement for Services has been signed by both parties. The Vendor should ensure that the contract is completed within the specified time.

Insurance Requirements

The Vendor shall purchase and maintain during the term of any resulting Contract Professional Liability Insurance with limits of at least \$1,000,000 each occurrence and \$3,000,000 aggregate.

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Vendor Rights

All materials submitted in response to this RFP become the property of the Library upon delivery and shall be appended to any formal documentation, which would further define or expand the contractual relationship between the Library and the Vendor. Each Vendor, as an express condition for the Library's consideration of such Vendor Proposal, agrees that the contents of every other proposal is confidential, proprietary and trade secret information in all technical areas and waives any right to access to such proposals. No submissions for supporting documentation will be returned to Vendor.

Vendors submitting proposal should recognize that the Library is a public body and, as a public body, the Library is subject to disclosure requirements and must abide by public record laws. Neither party shall be liable for disclosures required by law.

Reservation of Rights

This RFP does not commit the Library to award a Services Agreement, to pay any costs incurred in the preparation of a proposal to this request, or to otherwise contract for any services.

The Library reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of the Library to do so.

The Library will evaluate proposal based upon the effectiveness of the perceived performance as it relates to the Library's specific requirements. The lowest fee proposal shall not necessarily be selected. The Library specifically reserves the right to reject any or all proposals or any part thereof; or to waive any defects or informalities in a proposal when it is determined by the Library to be in the Library's best interest.

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Proposal Format

The Proposal shall be signed by an individual authorized to bind the Vendor and shall contain a statement to the effect that the proposal is a firm offer for a one hundred eighty (180) calendar day period from the date of the opening.

The Proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the Contractor and who may be contacted during the period of the Services Agreement. All fees quoted shall be firm and fixed for the full contract period and any extension.

The proposal shall be presented in the following format and include, at a minimum, all the information specified. Responses should be specific and complete in every detail, prepared in a simple straightforward manner:

1. A letter of proposal submission and introduction, including the name and address of the firm submitting the proposal, and name of the contact person, shall be the first page of the proposal. The proposal shall be signed by an authorized representative of the Vendor and shall include the name(s), title, address, telephone number of the individual(s) authorized to negotiate a Services Agreement with the Library.
2. An executive summary highlighting the Vendor's background, experience and variety of services, and any service enhancements unique to the Vendor shall immediately follow the letter of proposal submission and introduction.
3. A brief statement of the Vendor understands of the services required and the accounts to be serviced.
4. A work plan detailing the approach the Vendor intends to follow in providing the services required as outlined in this RFP.

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5. The price quoted shall include all materials, labor, supplies, equipment, insurance, travel expenses, taxes and all other charges related to the job. The Library will not make any allowance for errors made in job planning by the Contractor.
6. The Vendor shall define the capability of its organization to meet the intended objectives of this RFP. Description of the Vendor's organization chart, names of staff members to be primarily assigned to this account, the role of each staff member, and resumes of principal officers showing education and experience relevant to this type of work.
7. At least three references showing prior experience in the areas as outlined in this RFP preferably with libraries, government agencies and/or corporate clients. Each reference shall include the name and address of client as well as the name and telephone, e-mail address of individual who can be contacted for verification of services.
8. Copy of the Service Agreement.
9. Include any other information that is considered to be important by the Vendor.

Late Proposals Not Considered

Proposal received after the stipulated Proposal Submission Deadline will not be considered.

Inconsistency or Error in the RFP

Any Vendor believing that there is any ambiguity, inconsistency or error in the RFP shall promptly notify the Library in writing of such apparent discrepancy. Failure to notify the Library by the Proposal Submission Deadline will constitute a waiver of claim of ambiguity, inconsistency or error.

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Vendor Errors or Omissions

The Library is not responsible for any Vendor's errors or omissions.

Addenda

The Library shall not be responsible for any oral instructions given by any employees of the Library in regard to the proposal instructions, specifications or proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be furnished to all Vendors who are listed with the Library as having received the RFP, or to any other Vendor who requests an addendum.

Vendors must routinely monitor RFP Notices of Updates and Addenda for changes. Please check website <http://www.pgcmls.info/Procurement> and <https://emaryland.buyspeed.com/bsol/login.sdo> for updates and addenda.

Vendor Incurred Costs

The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. All materials and documents submitted in response to this RFP become the property of the Library and will not be returned after the Proposal Submission Deadline.

Modification or Withdrawal of Proposal

A Proposal may not be modified, withdrawn or cancelled by a Vendor for one hundred eighty (180) days following the Proposal Submission Deadline and each Vendor so agrees in submitting the proposal.

Proposals may be withdrawn, altered and/or resubmitted at any time prior to the submission deadline.

Notice of pre-submittal date withdrawal must be in writing over the signature of the Vendor. Withdrawn Proposals may be resubmitted up to the Proposal

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Submission Deadline, provided that they are then fully in conformance with these general terms and conditions.

Rejection of Solicitation Responses

The Library reserves the right to reject any or all responses received, or any part thereof; to accept any response or any part thereof; or to waive any informality when it is deemed to be in the Library's best interest. Any Vendor objecting to the rejection of Proposal or portion thereof, must submit a written protest stating the reasons for the protest to the Library within five (5) calendar days from the date of the Library's Notification of Award letter.

Vendor Certification

By submission of a proposal, the Vendor certifies that the Vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the award of a contract to any employee, official or current contracting consultant of the Library.

Warranties

All warranties by Vendor and manufacturer on both products and labor must be specified in the proposal. The Vendor's warranties shall commence with acceptance of/or payment for the work in full. Minimum acceptable warranty on hardware, parts, and labor is 3 years.

Any Vendor submitting a proposal in response to this RFP warrants and guarantees that the Vendor is fully capable of performing every task set forth in the proposal. No limitation or exception to this warranty provision will be acceptable to the Library; except, it is understood that the Vendor is not responsible for any problems in performance caused by improper acts or omissions by the Library.

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Service

The Vendor must provide terms of service should repair become necessary and the work and materials needed that are not covered under warranty.

Contract Period

The Service Agreement shall cover the period depending upon date of the Services Agreement is awarded. The agreement may be renewed at the expiration of its terms by mutual agreement of the parties. The renewal may be two additional one (1) year terms.

Site Visits

There will be no site visits for this project.

Protest of Award

Any person, who has an objection to the awarding of the Services Agreement to any Vendor by the Library, shall lodge that protest, in writing, with the Library no later than 4:00 p.m. local time of the fifth (5th) calendar day, following release of the Library's Notification of Award letter. The Library retains the right to reject all protests not filed within this time, those found to be without merit, or those requesting confidential information regarding other bidders.

PROTEST DEPOSIT: A deposit is required from the protester to compensate the library for the expenses of administering the protest. If the protest is decided in the protester's favor, the entire deposit shall be returned to the protester. If the protester is determined to be without merit, the deposit shall be forfeited to the library. The deposit shall be in the form of cash or a cashier's check and shall be in the amount of \$1,000.00 or 1% of the amount of the pending award, whichever is greater, up to the maximum of \$8,000.00.

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Termination for Convenience

The performance of work under the contract may be terminated by the Library within 30 days written notice, or such time as mutually agreeable to the parties not to exceed 30 days, in accordance with this clause in whole, or from time-to-time in part, whenever the Library shall determine that such termination is in the best interest of the Library. The Library shall pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the contract. However, the Contractor shall not be reimbursed for any anticipatory profits, which have not been earned up to the date of termination.

Termination for Default

If the Contractor fails to fulfill its obligations under the contract properly and on time or otherwise violates any provision of the contract, the Library may terminate the contract by written notice to the Contractor. The written notice shall specify the acts or omissions relied on as cause for termination. All furnished services provided by the Contractor shall, at the Library's option, become the Library's property. The Library shall pay the contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor shall remain liable after termination and the Library can affirmatively collect damages or deduct from monies due the Contractor on this or other Library contracts. Damages may include excess re-procurement costs.

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Scope of Work

PGCMLS has standardized Cisco equipment and seeking proposals for Cisco or equivalent firewalls. If submitting a proposal for an alternative equivalent solution, service providers are required to submit a matrix comparing the functions, features, and capabilities of the listed equipment to the equipment listed in the proposed solution. For alternative solutions other than Cisco, the contractor must ensure that the equipment is compatible with in-place Core Nexus and Catalyst Switches and the alternative solution would work with the current configuration.

Background

Prince George's County has experienced exponential growth due to cloud based applications (Google Apps, cloud backups, etc.), modern technologies (increased web video streaming, video meetings), and ever increasing security challenges. The Library currently has perimeter firewall services (internet, IDS/IPS, and VPN), and two remote site firewalls. All is currently supported by a total of six firewalls that are required to failover between two ISPs. All firewalls are approaching end of life and have to be replaced. Due to the growth requirements and hardware footprint, updating our firewalls is a priority. The Library is looking for a solution that will address current and future challenges. Currently the primary PGCMLS perimeter firewalls (2) have the capability of multiple virtual firewalls, quantity of eight 1 Gbps interfaces, and total throughput of 3 Gbps of traffic. The secondary firewalls have a quantity of six 1 Gbps interfaces and total throughput of 1.2 Gbps. There is also remote access to internal resources through Virtual Private Network (VPN) with two-factor authentication.

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E-RATE Requirements:

1. Any bidder responding to this RFP will be required to submit its assigned SPIN (Service Provider Identification Number) and FCC Registration Number, as part of its response. Bidders without a SLD SPIN number or FCC Registration Number MUST provide documentation demonstrating

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they have begun the process of obtaining the aforementioned before responding to this RFP. (<https://www.usac.org/>).

2. Bidders must also disclose in their response if they have been “red-lighted” by the FCC during the two-year period prior to the issuance of this RFP. Bidders must also disclose whether they have been the subject of audits or investigations by USAC, the FCC, DOJ or any other investigator associated with the E-Rate program during the five years prior to the issuance of this RFP.
3. Vendor shall agree to participate in the E-Rate program and cooperate in all respects with PGCMLS, the Universal Service Administrative Company (USAC) and any agents acting on its behalf, and the Federal Communications Commission (FCC) to ensure PGCMLS receives all E-Rate funding for which it has applied and to which it is entitled pertaining to the Proposer’s products and/or services.
4. Vendor shall provide to PGCMLS staff and/or E-Rate consultant within a reasonable amount of time, all documentation and information that the Proposer has or that Proposer can reasonably acquire that PGCMLS may need to prepare its E-Rate applications, respond to inquiries from the USAC or FCC, and to document transactions eligible for E- Rate support.
5. Vendor shall provide to PGCMLS staff and/or E-Rate consultant within a reasonable amount of time, all documentation and information that the Proposer has or that Proposer can reasonably acquire that PGCMLS may need to prepare its E-Rate applications, respond to inquiries from the USAC or FCC, and to document transactions eligible for E- Rate support.
6. Vendor shall maintain all quotes, bids, correspondence, records, delivery information, bills, invoices, memoranda and other information and data pertaining to Proposer’s services to PGCMLS. All such records shall be

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retained for ten (10) years after the last date to receive services related to this RFP. Such information and data shall be subject to audit and inspection by PGCMLS. Proposer shall include in all Sub-Proposer/Sub- Contractor agreements for services, provisions requiring Sub-Proposers/Sub-Contractors to maintain the same records and allowing PGCMLS the same right to audit and inspect those records.

7. Pursuant to 47 C.F.R. § 54.511(b) service provider submitting bids in response to this Request for Proposals must certify that the offered pricing is in compliance with the FCC's rule regarding Lowest Corresponding Price.

Scope Requirements:

1. Contractor should have architects and engineers certified at the highest level for the products which will be used in the proposed solution.
2. Contractor should also state the EOL and EOS of the equipment that is being proposed.
3. Contractor's solution shall include design, implementation and migration to a new firewall and perimeter security environment. This environment shall replace six firewall sets. The solution will replace existing end of life firewalls.
4. One high-availability pair of firewalls (Cisco FPR 4115 equivalent) to support the PGCMLS Internet facing firewall. This new platform shall offer 10 Gbps bi-directional throughput with all features enabled. Additionally, Threat, Malware, URL, IDS/IPS protection services, 10 Gbps throughput with all features enabled with two switches implemented as a stack pair for 10 Gbps termination to the firewall.
5. One High-Availability pair of firewalls (Cisco FPR 2130 equivalent) to support the PGCMLS user VPN and Site-to-Site nodes. The new platform

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shall offer threat protection services, VPN licenses to support up to 100 user VPN sessions, 1 Gbps VPN throughput with threat protection enabled

5. Two firewall (Cisco FPR 1120 equivalent) to support remote PGCMLS site-to-site VPN nodes with threat defense software.
6. Security features such as SSL decryption, application awareness, application visibility, advance malware protection, URL filtering, security intelligence, intrusion detection, intrusion prevention, quality of service, data loss prevention, address translation, and centralized administration will be implemented. The solution shall allow for additional security zones and or instance capability. The solution shall support multiple active directory domains or Radius and user aware authentication. The solution shall be compatible with other security solutions and or security monitoring solutions. The solution shall have high availability and fault tolerance and the ability to secure database infrastructures in both physical and virtual forms.

7. Redesign Requirements:

Prince George's County Memorial Library System currently has a perimeter infrastructure that consist of multiple hardware firewalls for physical separation of duties. Contractor's design shall be able to reduce the number of hardware sets while not reducing functionality or increasing complexity of maintenance windows. Contractor's design will automate failover between two ISPs.

8. Product Requirements:

- a. All products shall be new products and shall be general release products.
- b. In addition to being an edge security device, product needs to function as an Intrusion Protection/Intrusion Detection device and URL

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Filtering Device, Malware/File integrity checks and threat intelligence feeds.

- c. Additionally, product needs to be able to correctly classify all traffic and then determine source/destination and affect change to the stream if necessary.
- d. Product shall have the ability to integrate with Microsoft Active Directory/ Lightweight Directory Access Protocol (AD/LDAP) or Remote Authentication Dial-In User Service (RADIUS) to associate traffic to user for multiple domains and forest.
- e. To insure optimal performance for delay and jitter-sensitive applications, such as VOIP, High Definition video, and real-time sensitive applications, the Next Generation Firewall shall process all data for all active services as a single stream to minimize delay and jitter.
- f. To prevent evasive tactics used by modern hackers and malware, the Next Generation Firewall shall be port agnostic and analyze all data on all ports all the time for applications identification.
- g. To reduce administrative costs, overhead, and human error, The Next Generation Firewall shall simplify management by having a single interface for configuring policy for all running features, including application, user, and content id's.
- h. The Next Generation Firewall shall be able to use all three identification methods in a single policy, to accept or deny traffic, packet shape, QOS, and Policy route traffic.

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- i. To maximize the granularity of security policies, the Next Generation Firewall shall allow policy creation and enforcement based on any combination of date, time-of-day, ingress and egress hardware port, ingress and egress software port, application identification, user identification, and content identification.
- j. To prevent evasive users and applications from bypassing security functions, all product functions for Intrusion Prevention System (IPS), Threat Prevention, and Anti-Virus, shall not require specific software port and protocol combinations for detection, mitigation, or enforcement.
- k. The Next Generation Firewall should include a Zero-Day threat prevention system that validates executable files passing through the firewall, and provides automatic cloud-based behavioral threat analysis of unknown executables, and automatic signature creation to block delivery for executable files that are deemed dangerous by the analysis system.
- l. The Next Generation Firewall shall also, but not limited to:
 - 1) Identify and control circumventors.
 - 2) Decrypt outbound and inbound SSL.
 - 3) Identify and control applications sharing the same connection.
 - 4) Provide application function control.
 - 5) Deal with unknown traffic by policy.
 - 6) Scan for viruses and malware in allowed collaborative applications.
 - 7) Enable the same application visibility and control for remote users.
 - 8) Deliver the same throughput and performance with application control active.

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- 9) Provide edge security to separate Local Area Network from Public Internet.
 - 10) Handle Intrusion Prevention/Intrusion Detection.
 - 11) Handle URL Filtering.
 - 12) Have the ability to handle multiple VPN sessions.
 - 13) Have the ability to provide in-depth reporting.
 - 14) Have the ability to limit or disable specific Applications, categories or traffic flows.
 - 15) Provide real time threat prevention.
 - 16) Have a minimum of 10 Gbps of throughput with all features functioning.
 - 17) Have the ability to work with Standards based protocols.
 - 18) Be Voice over IP (VoIP) Compliant.
 - 19) Be H323 Compliant.
 - 20) Be H225 Compliant.
 - 21) Support for Authentication, Authorization, and Accounting (AAA) protocol.
 - 22) Be multi-cast Compliant.
 - 23) Be Internet Protocol version 4 (IPv4) and Internet Protocol version 6 (Ipv6) compliant.
 - 24) Provide High Availability.
 - 25) Have an Active/Active or Active/Standby solution for high availability.
 - 26) Provide a modular hot swappable (1+1 redundant) dual power supplies.
 - 27) Provide complete Network address translation (NAT) functionality.
- m. SQL and Application firewall
- 1) Must prevent excessive privilege abuse.
 - 2) Must prevent privilege elevation.
 - 3) Must prevent SQL injection.

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- 4) Must prevent SQL denial of service.
 - 5) Must have database creation awareness.
 - 6) Must create inventory of databases.
 - 7) Must be effective against all known and unknown application layer attacks.
- n. Remote access head unit
- 1) Must support two-factor client access.
 - 2) Must support certificate-based authentication.
 - 3) Must support multiple forest AD authentication.
 - 4) Must support site-to-site VPN tunnel with any remote vendor hardware.
9. Logging Capabilities Requirements
- a. Shall be able to send alerts for correlation to a logging server.
 - b. Must integrate with the Prince George's County Memorial Library System's Security Monitoring (SIEM) solution.
10. Installation Requirements
- a. Contractor shall provide industry best practices for management of production services and any specifics related to their proposed solution.
 - b. The solution architecture shall be designed to accommodate future growth without requiring the PGCMLS to invest in expensive network architecture redesign.
 - c. The following requirements are mandatory:
 - 1) Contractor shall provide pre-identified project resources (experts) for migration.
 - 2) Contractor shall provide project management for all phases of the implementation.
 - 3) Project managers shall have experience with firewall and security solution implementations and migrations.

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- 4) Project managers shall follow Project Management Institute (PMI) best practices.
- 5) The contractor shall provide a project solution network diagram at the start of the project and the network design diagram after the project completion.
- 6) The contractor shall have a solid roll back plan in case of a serious outage that impacts PGCMLS business services.
- 7) The contractor shall provide full documentation on all changes that are made during the project implementation.
- 8) Contractor shall work in such a manner that PGCMLS is not affected in any way. If emergency network downtime is inevitable to deliver the proposed solution, at least 10-business days prior written notice is required by PGCMLS.
- 9) It is the Contractor's responsibility to install, configure and integrate the complete solution as per the PGCMLS' business schedule.
- 10) Contractors shall provide a test plan.
- 11) Contractor shall provide onsite installation and support.
- 12) All costs related to the installation of the equipment (including all necessary materials, labor, etc.) will be the responsibility of the Contractor.
- 13) Contractor shall follow the PGCMLS' change control procedures.

11. Maintenance/Support/Monitoring Requirements

Contractor shall provide 24/7 support windows until the project is closed.

12. Training Requirements

- a. Contractor shall provide an on-site review of the firewall and configurations.
- b. Contractor shall provide an as built run book and documentation.
- c. Contractor shall provide a list of the printed documentation provided for installation, operation, use, and administration of the whole solution.

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13. Deliverables/Reports

1. Contractor and the PGCMLS shall hold meetings weekly and daily as necessary.

2. Contractor shall provide the following, but not limited to:
 - Project Charter
 - Project plan
 - Work Breakdown Structure (WBS)
 - Risk Register
 - Communication plan
 - Close out documents including run book and as built information
 - Review/Training materials
 - Daily status reports, weekly executive reports
 - Kickoff decks for project team
 - Meeting notes, deliverables, agreements, etc.
 - Strategy and proposal documents
 - Visio diagrams – Implementation, proposed and final
 - Statistics reports showing the product is meeting all outlined requirements
 - Detailed support documentation.