

City of



Bellevue

Request for Proposal

Network Infrastructure and Support Services

Issue Date: December 20, 2000

Due Date: 5 p.m. (Pacific Standard Time), February 7, 2001

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A. GENERAL INFORMATION**OBJECTIVE OF THIS RFP**

The objective of this request for proposals (RFP) is to solicit competitive proposals for the City of Bellevue's Department of Information Services ("the City") on two specific scopes of work. The first scope focuses on procuring and installing an upgraded LAN and WAN **network infrastructure**. The second asks for **selective outsourced services** to provide administration and technical support of Bellevue's WANs and LANs, servers, and security planning and infrastructure – in *partnership* with the City of Bellevue's strategic information technology planning and decision-making process.

Please note that each scope requires a separate proposal response, as indicated below:

Infrastructure Proposals

Vendor proposals for the network infrastructure will include the following costed elements:

- Hardware and accessories (e.g., switches, routers, etc.)
- Implementation services, including installation
- Technical training & support
- Ongoing hardware maintenance

Outsourced Service Proposals

Vendor proposals for the outsourced services will include the following costed elements:

- Migration
- Security plan
- Network, server, and security procedure development
- Ongoing services and support

THE CITY OF BELLEVUE

The City of Bellevue is located just across Lake Washington from Seattle, Washington. Bellevue is the fifth largest city in the State of Washington and has a diverse population of over 104,000 and a daytime workforce population of 140,000. Bellevue has over 15 million square feet of office space and 11 million square feet of industrial facilities. At the center of the region's high technology corridor, Bellevue anticipates continued economic expansion.

PROJECT SCOPE

As previously described, this RFP outlines two scopes of work. The first scope procures a set of network technologies and services targeted at upgrading the City's core network infrastructure. The second scope solicits bids for outsourcing services to support the City's network, server, and security functions.

The City encourages vendors capable of providing both scopes of work to provide a proposal for each – particularly in the case of network administration service providers who can offer the hardware procurement services as well. The City sees potential benefits in having a single vendor address both scopes of work. Details of each scope of work follow. *The reader should note that with both proposals, the City will retain ownership of the infrastructure and will continue to plan and fund ongoing replacements and additional capacity.*

Network Infrastructure Scope

The City is soliciting proposals from vendors to provide equipment as well as design and installation services necessary to upgrade its existing core network. While the City has designed this RFP for purchasing new equipment, Bellevue will also entertain lease-based proposals if vendors can articulate how this approach would be more beneficial to the City.

The City's current core technologies have proven difficult to manage and support, and its existing architecture is becoming increasingly inadequate. *The City is specifically interested in soliciting proposals for network designs that will provide a gigabit Ethernet backbone, including core switches, workgroup switches, routers and associated equipment, and end-equipment for its WAN connections. The City is only interested in receiving proposals that use Cisco, Nortel, Alcatel, or Extreme hardware.* Additionally, proposals should include all services required to install the proposed solution.

Current and Desired Architecture

To assist vendors in filling out their responses, the following table provides a high level overview of the City's current architectural elements, juxtaposed with the City's desired end state:

Table 1-1

Network – LAN			
Element	Current	Desired	Modifications included as part of proposal
Cable – Between buildings	62.5 multi-mode fiber, except 2 locations utilizing single-mode fiber (BSC, Comm Center)	62.5 multi-mode fiber, except 2 locations utilizing single-mode fiber (BSC, Comm Center)	No
Cable – Backbone/risers	12 strand 62.5 multi-mode fiber per floor	12 strand 62.5 multi-mode fiber per floor	No
Cable - Horizontal	Cat5 and Cat5E	Cat5E	No
Speed	10Mb to 90% of desktops, 100Mb to 10% of desktops, all PCs with 10/100 NICs	10/100 capability to the desktop, actual utilization of 100Mb ports @ 20%	Yes

Network – LAN			
Element	Current	Desired	Modifications included as part of proposal
Protocols	Ethernet, IP, Decnet	Ethernet, IP Decnet for 2-3 years	No
Workgroup switches (qty – 53)	Layer 2 stackable switches (3Com)	Layer 2 stackable switches (brand based on RFP recommendation)	Yes – we would like proposals to replace all or a portion of our existing workgroup switches
Backbone Switch	Newbridge Vivid ATM	Gigabit Ethernet	Yes – include end-to-end plan for network that will accommodate bandwidth expansion over time (e.g electronic government, video, voice over IP)
Routers	Frame relay - Cisco 2524 (qty – 1), Cisco 2501 (qty – 2) WAN – Cisco 3640 (qty – 1)	To be removed based on RFP design recommendation	Yes
Voice PBX	Nortel Meridian option 61C	Nortel Meridian option 61C	No
ISP access	1 T-1 to AT&T	2 T-1s to AT&T	No
Network - WAN			
Element	Current	Desired	Modifications included as part of proposal
Remote facility equipment for voice and data	Newbridge Mainstreet/Cisco 1601 router (qty – 30), 3Com 8 port hubs	10/100 to the desktop via AT&T fiber and new end equipment	Yes – include end-to-end plan for network that will accommodate bandwidth expansion over time (e.g electronic government, video, voice over IP)

Please note that cabling (except some closet and server room cabling) is not part of this solicitation. Additional inventory and configuration information can be found in Appendix D. The City's current technical architecture is diagramed in Appendix E. Vendors may contact the RFP coordinator listed on page I-9 to receive the technical architecture document in a larger format (including the WAN architecture).

Additional Network Background

The City of Bellevue has approximately 1,200 full time employees and 1,000 PCs. City employees are located at 5 primary locations, all connected by fiber. There are 30 other locations that house City employees. These sites' voice and data needs are served by a combination of fiber, frame relay, leased lines, and dialup connections. AT&T is currently in the process of laying fiber to most of these locations. This RFP provides for an opportunity to provide end equipment for those locations.

Currently the City Hall LAN runs on an ATM backbone that has a high potential for oversubscription, is difficult to manage, and incorporates switching technology that is no longer supported by the original vendor.

Outsourced Services Scope

The City is also soliciting proposals for outsourcing three defined service areas:

- Network administration
- Server administration
- Security administration

The City currently has limitations on the number of in-house staff it can place in these support roles. Moreover, while a total of seven positions are allocated for these services, the City is finding it difficult to consistently attract and retain highly skilled staff. As a result, the City of Bellevue is looking toward outsourcing to provide these services in an improved, more-stable manner.

Please note that the City views this relationship as much more than a contract for a discrete set of services. Rather, Bellevue desires a *true partnership* in the City's IT strategic planning and governance activities. In addition to providing the selective sourcing services identified below, the City seeks a partner that will actively participate in the management of IT at the City, including assistance in strategic planning, capacity planning, engineering, and design work. Ultimately, the ideal vendor would serve as a member of the City IT team, helping Bellevue respond to marketplace and technology changes.

While the City is intending to selectively source most of its day-to-day network support services, and it desires participation on the part of the vendor in planning activities, there are several areas the City intends to keep in-house. Specifically, the City will continue to be responsible for the following:

- Replacement and capacity planning
- Policy development
- Oversight
- Ownership of knowledge about how the City's network is built and operates

Moreover, the City intends to keep full ownership of its infrastructure – at least for the first term of the contract.

This RFP is not seeking “all or nothing” proposals from outsourcers. Instead, vendors are encouraged to propose one, two, or all of the three service areas, as they see fit. Additionally, the City will entertain proposals offering a further sub-set of services. *However, Bellevue prefers that vendors offer a complete solution for at least one service area* (i.e., defined network, server, or security administration services). Accordingly, the City encourages vendors offering a sub-set of services within a defined area to partner with a complimentary service provider.

With regard to outsourcing services, the City is specifically seeking proposals that will provide *migration services*, as well as ongoing administration, in each service area for

an initial term of up to three (3) years, with the City having unilateral authority to renew or extend the contract. The City anticipates proposers to provide on-site staff for most services, at least for the initial term. However, the City is interested in receiving proposals that provide appropriate services through remote means. Additionally, the City expects the successful outsourcers to supply several deliverables in the early stages of the contract, depending on the service they are providing (e.g., security plan, network and server procedures, etc.).

The following table outlines, at a high level, the component activities of the three service areas the City is interested in outsourcing:

Table 1-2

Service to be Outsourced:		
Network Administration	Server Administration	Security Administration
<ul style="list-style-type: none"> ◆ Up/down status of identified network elements via either on-site or remote equipment ◆ Alert notifications to designated City personnel and provide on-call Tier 3 support ◆ Technical leadership and technician coordination for network problem resolution with customers and complete documentation of problem causes and resolutions ◆ Monitoring of bandwidth utilization at all layers (averages, peaks), automatic reporting when specified thresholds are reached, monthly reports, and City access to monitors (or the ability to monitor via Web) at all times ◆ Manage and store network configuration information ◆ Configuration changes/upgrades/patches; reprogram for port speeds, routing table changes, etc.; monitoring and regular installation of patches; installation of version changes ◆ Technical leadership for network technology issues including utilization and deployment ◆ Baseline performance analysis and utilization reports ◆ Capability for design of new network LAN and WAN installations and alterations to existing networks ◆ Procedures maintenance ◆ Engineering, planning, and design services for network ◆ Participation in strategic planning <p><u>Optional</u></p> <ul style="list-style-type: none"> ◆ Project coordination for network changes ◆ Installation and maintenance of Cat5 cable, fiber, jacks, patch panels and wiring modifications 	<ul style="list-style-type: none"> ◆ Scope of activity includes all City Windows NT servers ◆ Complete server administration and management services including backup, server operating system upgrades, and patches; capability of performing OS rollouts as required ◆ Alert notifications to designated City personnel in the event of failure and provide on-call Tier 3 support ◆ Perform daily full and incremental backups, including daily reporting of backup results and ability to fully restore servers if required ◆ Complete monitoring of CPU utilization, disk I/O, disk capacity, etc., with reporting when specified thresholds are reached; City to have access to monitors or the ability to monitor via Web at all times ◆ Server performance and capacity management services, including trend analysis reports ◆ Configuration management, including changes, upgrades, patches, etc. ◆ Network service application support, including Exchange, DNS/DHCP, IIS, etc. ◆ Daily storage management ◆ Performance tuning ◆ Server engineering services, including hardware and software configuration, design, installation, and documentation ◆ Technical leadership for server technology issues including utilization and deployment ◆ Procedures maintenance ◆ Engineering, planning, and design services for server ◆ Participation in strategic planning <p><u>Optional</u></p> <ul style="list-style-type: none"> ◆ Hardware maintenance 	<ul style="list-style-type: none"> ◆ Scope of activity includes all entry points to City network, including firewalls, routers, and Windows NT security ◆ Intrusion detection, including the automatic monitoring of software and immediate notification of City personnel of suspected breach of security ◆ Regular monitoring of routers and firewall, configuration changes, software patches and version upgrades as appropriate, resolution of service disruptions, and monthly reporting to the City ◆ Virus detection and maintenance of virus definitions ◆ Ongoing review of and consultation on design of security architecture, and technology leadership for security technology issues ◆ Baseline written architectural review including firewalls, routers, servers, extranet connections, and physical security measures ◆ Engineering packages for security enhancements, including complete engineering details ◆ Project management for security changes ◆ Perform security audits as requested ◆ Technical support for City definition of overall system security policy ◆ Preparation and maintenance of a security plan ◆ Engineering, planning, and design services for security ◆ Participation in strategic planning

Additional Outsourcing Background

Originally all central applications were developed internally and were VAX based. Currently most new applications are off-the-shelf products utilizing a client-server architecture, either Oracle or SQL Server as the back end database, and running on NT servers. The most notable exception are the City's financial systems, they are currently Vax based and a decision has been made not to migrate those to a client-server environment at this time. The City is purchasing Compaq Alpha boxes and these applications will be ported to VMS on that platform. File and print services were originally provided through Netware servers, they are now being migrated to NT servers – the Netware servers will be gone by the time this RFP is executed. It is important to note that VMS platform support is **NOT** part of this procurement.

The following table provides more detailed information regarding current server and security architecture:

Table 1-3

Servers			
Element	Current	Desired	Modifications included as part of proposal
NT (qty – 43)	Compaq Proliant – 1850 to 8500s, 200 to 766mhz, 500MB to 2GB memory, Raid 5, all rack mounted, NT 4.0 SP 5 and SP 6.0a	Compaq Proliant – Specs as required, Raid 0+1 Win 2000	No – move to Raid 0+1 will occur over time as servers are replaced Yes – planning and engineering services to move to Win 2000, no specific plan required with RFP response
NT - Backup	Veritas Backup Exec 8.5 ADIC Scalar 1000 (4 drives)	Veritas Backup Exec 8.5 ADIC Scalar 1000 (8 drives) – Possible move to Veritas NetBackup	Not responsible for plan as part of RFP, but we will want assistance in developing plan for expanded backup capacity and implementation of that plan
VMS	Compaq Alpha (qty 2), currently being purchased to replace Vax cluster Dec VAX (qty 2), will remain for up to 2 years	Compaq Alpha	No
VMS - Backup	External tape drive	External tape drive	No
Security			
Element	Current	Desired	Modifications included as part of proposal
Firewalls	Cisco Pix, Cisco Private I reporting software	Concentric rings with 2 or more firewalls, a DMZ located between firewalls, creation of a separate domain for the DMZ	Yes - we would like vendors to create a security plan that addresses this need, and the ongoing ability to maintain it.
Virus protection	E-mail – Trend Micro Server/Desktop - Symantec	Add protection at the firewall	Yes – include in security plan

Remote Access	3Com RAS dialup	VPN infrastructure capable of supporting 100 simultaneous connections	Yes – include in security plan
Physical Environment			
Element	Current	Desired	Modifications included as part of proposal
Computer Room	Monitored cardkey entry, raised floor, UPS power with generator backup, wetpipe sprinkler system with halon fire suppression backup, 19" rack-mount equipment cabinets, monitored air conditioning and humidity controls	Monitored cardkey entry, raised floor, UPS power with generator backup, wetpipe sprinkler system with halon fire suppression backup, 19" rack-mount equipment cabinets, monitored air conditioning and humidity controls	No
PCs (qty – Approx 1,000)			
Element	Current	Desired	Modifications included as part of proposal
Hardware	Compaq Ipaq desktops (5%), Compaq Deskpro desktops (80%), Dell Optiplex desktops (10%), Dell Workstations (5%)	Compaq Ipaq desktops (85%), Compaq Deskpro desktops (10%), Workstations (5%)	No
Operating System	Win 95, Win NT, Win 2000	Win 2000	No
Primary Applications	Microsoft Office Suite, Outlook	Microsoft Office Suite, Outlook	No
Applications			
Element	Current	Desired	Modifications included as part of proposal
E-mail	Exchange 5.5, 1600 mailboxes	Exchange 2000	Yes – planning and engineering services to move to Exchange 2000, no specific plan required with RFP response
Management	Compaq Insight Manger, SMS, Private Eye HP Openview has been purchased but not installed	Will review based on proposals	Yes
Database	Oracle 7.3 to 8.1.6 SQL Server 7.0	Oracle & SQL Server with upgrades as needed	No
Web	The City hosts its own Internet and intranet sites, primarily static information	Electronic Government - including web based financial transactions	Yes – planning and engineering services to move to E-govt (advice on infrastructure to support transaction engines, portals, etc.), no specific plan required with RFP response

Additional configuration and inventory information can be found in Appendix D.

B. RFP AND PROPOSAL SUBMISSION LOGISTICS**RFP OFFICIAL CONTACT**

Upon release of this RFP, all vendor communications concerning this information request should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Vendors are to rely only on written statements issued by the RFP Coordinator.

Name: RFP Coordinator
Dave Kelly
Address: The City of Bellevue
Department of Information Services
11511 Main Street
PO Box 90012
Bellevue, WA 98004
Telephone: (425) 452-7195
Fax: (425) 452-7882
E-mail: dkelly@ci.bellevue.wa.us

PROCUREMENT SCHEDULE

The procurement schedule for this project follows:

Table 1-4

Milestone	Date
Release RFP to Vendors	December 20, 2000
Vendor Questions (if any) Due	January 10, 2001
Pre-submittal Conference	January 12, 2001
Proposal Responses Due	February 7, 2001
Finalists Announced	February 28, 2001
Site Visits Completed	March 14, 2001
Apparently Successful Vendor Announced	March 21, 2001
Begin Contract Negotiations with Apparently Successful Vendor	March 21, 2001
Submit Contract Award for Council Review	To be determined
Contract Signed	To be determined
Installation Begins	To be determined
Implementation Complete	To be determined
Final Acceptance	To be determined

Note: The City reserves the right to adjust this schedule as necessary. In the event a best and final offer is required, this schedule will change accordingly.

QUESTIONS REGARDING THE RFP

Vendors who request clarification of the RFP requirements may submit written questions to the RFP Coordinator by 4 P.M. January 10, 2001 (PST). Written copies of all questions and answers will be provided to all proposers who have requested an RFP. They will also be presented at the pre-bid conference.

PRE-SUBMITTAL CONFERENCE

The City will conduct a voluntary pre-submittal conference at the Bellevue City Hall, in the Council Conference Room on January 12, 2001 at 10am. Vendors who attend this conference may bring any additional questions they wish to submit. Questions asked at the conference and their answers will be distributed to all vendors requesting an RFP.

Vendors may alternatively participate via conference phone call. For instructions on participating by conference call, or for directions to City Hall, please contact Dave Kelly, RFP Coordinator at (425) 452-7195 by January 5, 2000.

PROPOSAL PREPARATION**General Information**

It is important that all respondents read this section carefully. Failure to comply with these instructions may result in your proposal being removed from consideration by the City.

1. The City of Bellevue is using a “forms-based” approach to this procurement. This will allow all the proposals received to be compared in a meaningful (i.e., “apples to apples”) way. The RFP contains, in addition to the General RFP Information, a series of Response Forms. ***Vendors must prepare proposals using a word processor and electronic versions of the appropriate forms provided in Chapters 2 and 3 of this RFP.***

2. The City is seeking proposals for the procurement of new network infrastructure, as well as the selective outsourced services outlined in Table 1-3. For this reason, procurement response forms are divided into two chapters:

- ◆ Chapter 2: Infrastructure Proposal
- ◆ Chapter 3: Outsourced Services Proposal

As previously indicated, the City recognizes that vendors may be interested in responding to one or both scopes of work. They are encouraged to do so. Additionally, outsourcing service vendors are encouraged to respond to **some or all** of the defined outsourced service areas. While proposals that partially address the needs in a given service area will be considered, the City prefers that vendors only interested in bidding a

portion of services within a defined service area partner with another vendor to provide a complete solution for that outsourced service area.

3. Vendors seeking to provide only infrastructure to the City should complete all the forms in Chapter 2, and may ignore the forms in Chapter 3. Vendors that wish to respond only to the outsourced services scope of work should complete the forms in Chapter 3 corresponding to the services they are bidding and can ignore the forms in Chapter 2. Any vendor wishing to respond to the entire scope of work should complete both Chapters 2 and 3, submitting them as two complete, separately bound proposals.

4. The City requires that all vendors complete the forms contained in Appendix C. These include a Non-Collusion Certificate, Insurance Requirements, and an Affidavit of Equal Opportunity Compliance.

PROPOSAL SUBMISSION

The following provides specific instructions for submitting your proposal.

Table 1-5

Due Date:	<i>Proposals must arrive at the City of Bellevue no later February 7th, 2001 at 4pm (Pacific Standard Time).</i> Late proposals will not be accepted nor will additional time be granted to any vendor. All proposals and accompanying documentation will become the property of the City and will not be returned.
Number of Copies:	A total of ten (10) paper copies (9 bound and 1 unbound) and an electronic copy of the vendor's proposal, in its entirety, must be received as specified in this RFP. If a vendor is proposing both scopes of work, they should submit ten (10) paper copies (nine bound and one unbound) for each scope, bound separately, as well as two separate electronic copies of each proposal. The City will not accept facsimile proposals.
Address for Submission:	Dave Kelly, RFP Coordinator The City of Bellevue Purchasing and Graphic Services Division 11511 Main Street Bellevue, WA 98004-9012

C. PROPOSAL EVALUATION

EVALUATION PROCEDURES

The evaluation will be performed by the RFP Coordinator and an evaluation team.

The evaluators will consider how well a vendor's proposed solution meets the needs of the City as described in the vendor's response to each requirement and form. It is important that responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help the City select the vendor with the best combination of attributes, including price, based on defined evaluation factors.

The evaluation will consider the following criteria for each proposal:

INFRASTRUCTURE PROPOSALS

Table 1-6

Evaluation Criteria – Infrastructure	Weight
Vendor Qualifications	10%
Technical Solution	30%
Project Approach / Change Process	10%
Customer References	15%
Qualifications of Project Team	15%
Cost	20%

OUTSOURCED SERVICES PROPOSALS

Table 1-7

Evaluation Criteria – Services	Weight
Vendor Qualifications	25%
Services and Service Levels	10%
Methods and Management Approach	20%
Customer References	15%
Qualifications of Proposed Team	15%
Cost	15%

To calculate a vendor's score, vendors receive a raw score of zero to 100 for each evaluation criterion. Criteria weights will correspond to points. For a specific evaluation criterion, the proposal with the highest raw score receives the maximum points; other scores receive a fraction of the points based on the ratio of their score to the highest raw score. The vendor's total is the sum of the weighted scores.

The City's final decision will be based on this scoring process, in combination with customer references, financial stability, and willingness of the apparently successful vendor to agree to the City's contractual requirements.

MINIMUM QUALIFICATIONS

The City reserves the right to establish minimum qualifications that may disallow any Vendor's submission from being considered at the City's discretion.

SITE VISITS & ORAL INTERVIEWS

The City may send representatives to visit sites where finalists are currently providing outsourced services or have completed an installation, as appropriate. Additionally, it may invite finalists to make oral presentations.

The City reserves the right to communicate with the vendors' clients who experienced unsuccessful installations or implementations which did not meet clients' expectations.

BEST AND FINAL OFFER

Due to the complexity of this procurement, and the sheer number of alternatives the City could be faced with, the City may request "best and final" proposals from finalists. This will provide the vendors an opportunity to refine their proposals after working with the City, and allow the City to solicit solutions, or combinations of solutions, that will best meet its needs. It also allows the City to gather additional information about the vendors, including more detailed financial information.

VENDOR DEBRIEFING

Vendors that submitted an unsuccessful bid may, within 5 days of the mailing of the Notice of Intended Contract Award, request a meeting for debriefing and discussion of their proposals. The request must be in writing and addressed to the RFP Coordinator. It is acceptable to deliver the letter by facsimile transmission or electronic mail.

CITY TAXATION

The contractor awarded said contract will be subject to city of Bellevue business registration and business taxation as presented in Chapters 4.02 and 4.08 of the Bellevue City Code. Questions about the master application form and/or city business & occupation (B&O) tax should be directed to the City's Treasury & Tax division at (425) 452-6851.

APPEALS

Vendors who wish to appeal a disqualification of proposal, or the award of contract may submit the appeal in writing to the Purchasing Office within TEN (10) working days of the postmark on the Notice of Award or disqualification.

Appeals should be sent to RFP Coordinator at the following address:

**The City of Bellevue
11511 Main Street
Bellevue, WA 98004-9012**

The appeal must describe the specific citation of law, rule, regulation or practice upon which the protest is based. Neither the judgment used in the scoring by individual evaluators nor disagreement with the procurement process shall constitute grounds for appeal. The City will not consider any protest based on items that could have been or should have been raised prior to the deadline for submitting questions or requesting addenda. The filing of a protest shall not prevent the City from executing a contract with any other vendor.

PROPOSAL PREPARATION INSTRUCTIONS

This chapter provides all of the forms network infrastructure vendors must complete to submit their proposals.

To prepare your proposal, follow these instructions:

1. Open the electronic version of this RFP in your word processing application (Microsoft Word 97 or later is highly recommended).
2. Use the "Save As" feature of your word processing application to save it as a new file.
3. Delete chapters I and III, and complete all of the forms in your word processing application. Also, please create a table of contents with page numbers. Delete instructions (i.e., materials contained in brackets) from each form. **DO NOT CHANGE ANY PART OF THE DOCUMENT, UNLESS INSTRUCTED TO – FAILURE TO COMPLY MAY RESULT IN DISQUALIFICATION.**
4. When your proposal is finished, refer to Chapter 1, Proposal Submission instructions, on page I-6.

A. PROPOSAL SUMMARY

FORM 2-1: COVER LETTER

[Use this space to compose a cover letter for your proposal. All proposals must include a cover letter signed by an individual legally authorized to bind the applicant to both its proposal and cost schedule. NOTE: The cover letter is not intended to be a summary of the proposal itself; this is accomplished in Form 2-2.

The cover letter must contain the following statements and information:

1. "Proposal may be released in total as public information in accordance with the requirements of the laws covering same." (Any proprietary information must be clearly marked.)
2. "Proposal and cost schedule shall be valid and binding for NINETY (90) days following proposal due date and will become part of the contract that is negotiated with the City."
3. Company name, address, and telephone number of the firm submitting the proposal.
4. Name, title, address, and telephone number of the person, or persons, to contact who are authorized to represent the firm and to whom correspondence should be directed.
5. Proposals must state the proposer's Federal and State Taxpayer Identification Numbers.
6. "We have completed and attached the following documents from Appendix C:
 - a. Non-Collusion Certificate
 - b. Equal Opportunity Affidavit"
7. Please list all addenda received, including date received.

TEXT WITHIN THE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

FORM 2-2: PROPOSAL SUMMARY

[Use this form to summarize your proposal and your firm's qualifications. Additionally, you may use this form at your discretion to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.

Your proposal summary is not to exceed two pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED AND REPLACED BY YOUR PROPOSAL SUMMARY.]

B. VENDOR AND PROJECT TEAM INFORMATION**FORM 2-3: IMPLEMENTING COMPANY INFORMATION**

[Use this form to provide information about your firm.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

1. Please complete the following table:

Name of parent company	
Length of time in business	
Length of time in business of installing proposed hardware	
Gross revenue for the prior fiscal year (in US dollars)	
Percentage of gross revenue generated by implementation of proposed hardware	
Total number of clients for whom you have installed proposed hardware	
Total number of Puget Sound area clients	
Number of full time personnel in:	
◆ Product support	
◆ Installation and training	
◆ Sales, marketing, and administrative support	

2. Where is your headquarters located? Field offices?

3. Which office would service this account?

[Form 2-3 continued...]

4. In the following table, please list credit references that can verify the financial standing of your company. Additionally, attach the most recent audited financial statement or annual report for your company.

Institution	Address	Phone Number

5. Are you bidding sub-contractors as part of your proposal? If so, please explain why, as well as how you will manage their work – providing a single point of contact and control for the City. If not using contractors, so state.
6. If the vendor has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the vendor to be in default.

In the space provided, submit full details of all terminations for default experienced by the vendor during the past five years, including the other party's name, address, and telephone number. Present the vendor's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the vendor.

If no such terminations for default have been experienced by the vendor in the past five years, declare so in the space provided.

A vendor response that indicates that the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not acceptable. Restricting the vendor response to include only legal action resulting from terminations for default is not acceptable.

[Please use this space to respond to Question 6 of Form 2-3. Your response may take as many pages as needed to fully answer the question. TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

FORM 2-4: REFERENCES

[Using the tables below, **please list three (3) clients of similar size and design where you have installed similar hardware in the last 2 years.** Use your word processor's copy and paste functions to create additional tables as needed.]

Customer/client name	
Reference name	
Title	
Phone number	
Mailing address	
Fax number	
Customer Size (number of users)	
Services	
Configuration	
Budget (cost of services provided)	
Project Duration	

FORM 2-5: RECENT WORK EXPERIENCE

[Use this form to provide information about your firm's recent work experience. Please complete the following table for **all relevant installation clients in the last two years**. Add additional lines as necessary.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Customer	Project Description	Budget	Duration	Contact	Phone

FORM 2-6: PROPOSED PROJECT TEAM

[Please complete the following table to identify all proposed project staff (including subcontractors) who will be assigned to assist the City with implementation and training. Indicate the number of installations each member has completed with the proposed product(s). Add additional lines as necessary for each instance of the list. Use your word processing application's copy and paste functions to create additional copies of this table as necessary. TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE]

Staff member name	Title	Number of installs with the proposed product

FORM 2-7: KEY PROJECT STAFF BACKGROUND INFORMATION

[Complete the following table for each of the **key project staff members**. At a minimum, “key staff” must include your proposed project manager and technical leads. Use your word processor’s copy and paste commands to create additional copies of this table. Please allow one page for each table. **TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.**]

Vendor name	
Staff member name	
Position in the company	
Length of time in position	
Length of time at company	
Project position and responsibilities	
Education & Certifications	
Relevant previous work experience	
Technical skills and qualifications for the project position	
Experience providing proposed service/support: <ul style="list-style-type: none"> ◆ Client name ◆ Contact person and phone number ◆ Client size ◆ Project position/ responsibilities ◆ Start date ◆ Scheduled end date ◆ Actual end date 	

C. PROPOSED SOLUTION**FORM 2-8: PROPOSED SOLUTION SPECIFICATIONS**

[This form allows the vendor to present their proposed solution. Please complete the following tables and provide a diagram of your proposed network architecture.

Responses that fail to comply with the structure of this form will be ignored.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

1. Please provide an overview of your proposed technical architecture. Highlight all pertinent information and key features in your description.

2. Provide the technical architecture diagram of your proposed solution, ensuring that it meets the City's design requirements.

3. In the following table, please list the new components you are proposing as part of your solution. (Add more lines as necessary.)

Item	Vendor	Product	Model	Description	Quantity

4. This question ensures that your proposed solution meets the design goals identified in Chapter 1. Please complete the following table by indicating with a mark in the appropriate column whether your proposed hardware solution meets the goal

described in the first column. Utilize the "Comments" column, as necessary, to expand upon your response.

Design Goal	Proposed Solution Meets Goal		Comments
	Yes	No	
Network LAN			
Speed: 10/100 to the desktop, actual utilization of 100 Mb ports @20%			
Protocols: Ethernet, IP Decnet for 2-3 years			
Workgroup Switches (qty – 53): Layer 2 stackable switches (brand based on RFP recommendation)			
Backbone Switch: Gigabit Ethernet			
Routers: To be removed based on RFP design recommendation			
Network WAN			
Remote facility equipment for voice and data: 10/100 to the desktop via AT&T fiber and new end equipment			

[Form 11 continued...]

- ◆ Final authority regarding conflicts
-
3. Indicate your response time and goal and also your statistics regarding meeting that goal.

 4. Is installation assistance provided for hardware and/or firmware updates?

 5. How long will you continue to support the system if upgrades are not implemented?
How is this ensured?

 6. How does the system support secure remote administration for the City and vendor?

 7. Identify the documentation manuals or reference guides provided with the proposed system.

 8. How do you warranty your hardware?

 9. As an attachment to your proposal, include a copy of your standard warranty(ies) and maintenance contract(s) for review.

FORM 2-10: COST STATEMENT

Vendors' proposals must include the comprehensive cost statement presented on the following pages. All costs are to be contained in this statement. This statement shall also include payment terms required for services rendered.

COST STATEMENT

The following table provides definitions for terms found in the cost statement tables. In the subsequent tables, please include the cost estimates as required in each form. Cost information must include all expected implementation and operating costs, both one-time and ongoing. Specific model numbers and capacities should be included. Information about license size must be provided. Vendors should describe and quote optional components as individual, separate items. Any upgrade to the base system needed for optional components must be included in the cost of those components. Any third-party software, hardware, or services must be included in the appropriate sections.

All prices are to be in U.S. dollars and include all applicable taxes. Add more lines to the tables as necessary.

Definition of Terms for the Cost Statement:

Statement Column	Description
Item	This column presents the items for which cost information must be provided.
Vendor	Indicate the original vendor (i.e., manufacturer) of the item described in the first column.
Product Number	Indicate the original vendor's (i.e., manufacturer's) product number for the item described in the first column.
Quantity (Qty.)	Indicate the quantity of the item in the first column that you are proposing in your bid.
List Price	Indicate the vendor's list unit price (i.e., pre-discount) for the item.
Discount Rate	Indicate the rate at which you are discounting the item in the first column to the City.
Bid Price	Indicate the price to the City after the discount has been applied. This should not include any recurring costs.
Annual Recurring Costs	Indicate any annually recurring costs for the item in the first column, identifying first payment due date in the comments column.
Comments	Include any additional information that you consider important regarding your cost statement, <i>including potential reductions due to marketing considerations.</i>

<i>Cost Statement - Implementation</i>			
Cost Item	Description	Bid Price	Comments, etc.
Implementation			
Hardware Install and Setup		\$	
Training, including instruction, hardware, system software, client software, and end user training		\$	
Travel/Living Expenses		\$	
Documentation		\$	
Other (Specify, list separately)		\$	
Sub-total – Implementation		\$	

<i>Cost Statement - Support</i>				
Cost Item	Description	Bid Price (One-Time Elements)	Annual Recurring Costs (Support/Maintenance)	Comments, etc.
Support				
Help Desk		\$	\$	
Hardware Warranty and Repair		\$	\$	
Technical Support		\$	\$	
Other (Specify, list separately)		\$	\$	
Sub-totals – Support		\$	\$	

In the following table, please indicate any cost savings you will offer the City for deferred training credits or trade-ins on existing equipment.

<u>Cost Statement – Savings</u>			
Cost Item	Description	Bid Price (One-Time Elements)	Comments/, etc.
Training			
Deferred Training		\$	
Equipment			
(Specify, list separately)		\$	
		\$	
		\$	
Sub-totals – Savings		\$	

<i>Summary Cost Statement</i>			
Cost Item	Bid Price (One-Time Elements)	Recurring Costs (Support/ Maintenance)	Comments, etc.
Sub-total – Hardware	\$	\$	
Sub-total – Implementation	\$	\$	
Sub-total – Support	\$	\$	
Taxes	\$	\$	
(Sub-total – Savings)	\$	\$	
TOTAL COST	\$	\$	

STAFFING RATES

[Please list your not-to-exceed hourly rates for staff, as applicable, and total estimated hours. TEXT WITHIN THESE BRACKETS TO BE DELETED IN YOUR RESPONSE.]

<u>Staffing Rates</u>				Total Estimated Hours
ID #	Area	Vendor	Rates	
1	Project Manager		\$	
2	Tech Lead		\$	
3	[Other Vendor-proposed titles]		\$	
Total Hours				
Total Estimated Staffing Costs				\$

MARKETING OPPORTUNITIES

[In the space below, please describe any concessions or discounts you would provide in exchange for marketing opportunities related to performing the proposed services for the City of Bellevue. Please describe the specific marketing opportunities you would foresee as part of this work, and the associated financial incentives. If you would not be interested in such concessions in relation to a contract resulting from this RFP, please indicate such. Limit your response to one (1) page.

TEXT WITHIN THESE BRACKETS TO BE DELETED IN YOUR RESPONSE.

FORM 2-12: INSTALLATION PLAN

[Provide a project implementation plan that includes:

- ◆ A Gantt chart showing duration of the project and all tasks, with estimated beginning and end dates for each
- ◆ A brief description of each task
- ◆ A description of each proposed deliverable

The plan should adhere to the milestone dates in the RFP schedule. If your workplan deviates from those milestones, please include an explanation. Insert pages as needed to allow space for your Gantt chart and workplan. **TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]**

GANTT CHART

[Use this section to include your Gantt chart showing project duration with projected start and end dates of all tasks.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

TASK DESCRIPTIONS

[Use this section to include brief descriptions of all tasks, milestones and associated work products.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

DELIVERABLES

[Use this section to include brief descriptions of all project deliverables.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

CUTOVER PLAN

[Use this section to describe the cutover plan to the new system.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

PROPOSAL PREPARATION INSTRUCTIONS

This chapter provides all of the forms that outsourcing vendors must complete to submit their proposals for outsourced network, server, and security support services.

To prepare your proposal, follow these instructions:

1. Open the electronic version of this RFP in your word processing application (Microsoft Word 97 or later is highly recommended).
2. Use the "Save As" feature of your word processing application to save it as a new file.
3. Delete Chapters I and II, and Complete all of the forms in your word processing application. Also, please create a table of contents with page numbers. Delete instructions (i.e., materials contained in brackets) from each form. **DO NOT CHANGE ANY OTHER PART OF THE DOCUMENT, UNLESS INSTRUCTED TO – FAILURE TO COMPLY MAY RESULT IN DISQUALIFICATION.**
4. When your proposal is finished, refer to Chapter 1, Proposal Submission instructions, on page I-6.

A. PROPOSAL VENDOR RESPONSE, COVER LETTER, AND SUMMARY

FORM 3-1: PROPOSAL RESPONSE FORM

[To facilitate the proposal review process, we ask that all bidders complete the following Proposal Response Form.

Please check the appropriate box(es) on the Proposal Response Form to indicate the services which you are bidding. **TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.**]

Please check the appropriate box(es) related to the support services you are proposing:

- Network Administration**
- Server Administration**
- Security Administration**

Refer to pages 1-2 for summary descriptions of each service area.

[In the following table, please list the names of all firms participating in your proposal, identifying the prime contractor being proposed. (Note: All bids ***must*** have a single primary contractor).]

	Proposed Vendors	Role
Primary Contractor:		
Additional Partners and Contractors:		

[In the following table, please write in the addendum, date, and your initials for each RFP addendum you have received and incorporated the in your proposal. Add more lines if necessary. If you received no addenda, indicate such on the first line.]

	Addendum	Date	Initials
#1			
#2			
#3			
#4			
#5			

FORM 3-2: COVER LETTER

[Use this space to compose a cover letter for your proposal. All proposals must include a cover letter signed by an individual legally authorized to bind the applicant to both its proposal and cost schedule. NOTE: The cover letter is not intended to be a summary of the proposal itself; this is accomplished in Form 3-3.

The cover letter must contain the following statements and information:

1. "Proposal may be released in total as public information in accordance with the requirements of the laws covering same." (Any proprietary information must be clearly marked)
2. "Proposal and cost schedule shall be valid and binding for NINETY (90) days following proposal due date and will become part of the contract that is negotiated with the City."
3. Company name, address, and telephone number of the firm submitting the proposal. In the case of multiple firms submitting a joint bid, all forms must be listed with the lead firm identified. All bids must have a lead firm.
4. Name, title, address, and telephone number of the person, or persons to contact who are authorized to represent the firm and to whom correspondence should be directed. In the case of multiple firms, each firm must provide a key contact, with the lead firm identifying the primary contact for this proposal.
5. Proposals must state the proposer's Federal and State Taxpayer Identification Numbers.
6. "The RFP and proposal will become part of any contract between the City and the proposer resulting from this procurement effort."
7. "We have completed and attached the following documents from Appendix C:
 - a. Non-Collusion Certificate
 - b. Equal Opportunity Affidavit"

TEXT WITHIN THE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

FORM 3-3: PROPOSAL SUMMARY

[Use this form to summarize your proposal and your firm's qualifications. Additionally, you may use this form at your discretion to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.

Your proposal summary is not to exceed two (2) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED AND REPLACED BY YOUR PROPOSAL SUMMARY.]

B. PROPOSED SERVICES, LEVELS, AND COSTS**FORM 3-4: SERVICES**

[Please complete the following to indicate what services you are proposing as part of this response.

Responses that fail to comply with the structure of this form will be ignored.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

Check all that apply: Network Server Security

1. If you are proposing network administration outsourcing services, please fill out the following table.

Network Administration Services	YES	NO	Comments
One-time service			
Develop network procedures			
Ongoing service			
Up/down status of identified network elements via either on-site or remote equipment			
Alert notifications to designated City personnel and provide on-call Tier 3 support			
Technical leadership and technician coordination for network problem resolution with customers and complete documentation of problem causes and resolutions			
Monitoring of bandwidth utilization at all layers (averages, peaks), automatic reporting when specified thresholds are reached, monthly reports, and City access to monitors (or the ability to monitor via Web) at all times			
Manage and store network configuration information			
Configuration changes/upgrades/patches; reprogram for port speeds, routing table changes, etc.; monitoring and regular installation of patches; installation of version changes			

Network Administration Services	YES	NO	Comments
Technical leadership for network technology issues including utilization and deployment			
Baseline performance analysis and utilization reports			
Capability for design of new network LAN and WAN installations and alterations to existing networks			
Maintain documentation, including policies and procedures			
Engineering, planning, and design services for networks			
Participation in strategic planning			
Project coordination for network changes (Optional)			
Installation and maintenance of Cat5 cable, fiber, jacks, patch panels and wiring modifications (Optional)			

2. If you are proposing server administration outsourcing services, please fill out the following table.

Server Administration Services	YES	NO	Comments
One-time service			
Develop server procedures			
Ongoing service			
Scope of activity includes all City Windows NT servers			
Complete server administration and management services including backup, server operating system upgrades, and patches; capability of performing OS rollouts as required			
Alert notifications to designated City personnel in the event of failure and provide on-call Tier 3 support			
Perform daily full and incremental backups, including daily reporting of backup results and ability to fully restore servers if required			

Server Administration Services	YES	NO	Comments
Complete monitoring of CPU utilization, disk I/O, disk capacity, etc., with reporting when specified thresholds are reached; City to have access to monitors or the ability to monitor via Web at all times			
Server performance and capacity management services, including trend analysis reports			
Configuration management, including changes, upgrades, patches, etc.			
Network service application support, including Exchange, DNS/DHCP, IIS, etc.			
Daily storage management			
Performance tuning			
Server engineering services, including storage management, hardware and software configuration, design, installation, and documentation			
Technical leadership for server technology issues including utilization and deployment			
Maintain documentation, including policies and procedures			
Engineering, planning, and design services for servers			
Participation in strategic planning			
Hardware maintenance (Optional)			

3. If you are proposing security administration outsourcing services, please fill out the following table.

Security Administration Services	YES	NO	Comments
One-time service			
Develop security plan (reflecting the desired architecture articulated in Chpt. 1)			
Ongoing service			
Maintain security plan			
Scope of activity includes all entry points to City network including firewalls, routers, and Windows NT security			

Security Administration Services	YES	NO	Comments
Intrusion detection, including the automatic monitoring of software and immediate notification of City personnel of suspected breach of security			
Regular monitoring of routers and firewall, configuration changes, software patches and version upgrades as appropriate, resolution of service disruptions, and monthly reporting to the City			
Virus detection and maintenance of current virus definitions			
Ongoing review of and consultation on design of security architecture, and technology leadership for security technology issues			
Baseline written architectural review including firewalls, routers, servers, extra-net connections, and physical security measures			
Engineering packages for security enhancements, including complete engineering details			
Project management for security changes			
Perform security audits as requested			
Technical support for City definition of overall system security policy			
Engineering, planning, and design services for security			
Participation in strategic planning			

FORM 3-5: SERVICE LEVELS

[This section presents a series of tables that outline the services the City desires to outsource, and detailing its preferred service levels and service measurement approach. Additional services are those activities the City expects the vendor to perform, but for which it does not plan to measure specific levels. Please respond to each table that is appropriate to the services you are proposing.

Responses that fail to comply with the structure of this form will be ignored.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

NETWORK ADMINISTRATION

1. If bidding, please respond to the following proposed **network administration** service levels

Service	WAN Connectivity
Desired Level	99.99% uptime for all WAN devices, with automated notification (e.g., via email, paging, etc.)
Metric	For each device: (seconds available) / (max possible seconds) >= 0.9999, averaged over a rolling three month period
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	LAN Connectivity
Desired Level	99.99% availability, with automated notification (e.g., via email, pager, etc.)
Metric	For each network device: (seconds available) / (max possible seconds) >= 0.9999, averaged over a rolling three month period
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Internet Connectivity
Desired Level	99.99% City device availability, with automated notification (e.g., via e-mail, pager, etc.)
Metric	For each device: (Seconds available) / (max possible seconds) ≥ 0.9999, averaged over a rolling three month period
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	VPN Connectivity
Desired Level	Provide connections to 100 simultaneous users, 24x7
Metric	(time available) / (max possible time) >= 0.9999, averaged over a rolling three month period
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Maintain Network-Related Hardware
Desired Level	<ul style="list-style-type: none"> ◆ Maintain in accordance with manufacturers specifications ◆ 95% of new installs completed within one week of delivery
Metric	(# of new installs completed within one week) / (total # of new installs) >= .95
Measuring Responsibility	City Contract Manager
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Maintain Network-Related Software/Firmware
Desired Level	Review all new software/configuration releases, patches, changes, etc., implementing those necessary to maintain the City's desired service levels
Metric	Install current updates, as appropriate, with 95% of installs completed within three (3) weeks of availability, unless delay would be prudent
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Cabling (i.e. adds, moves, changes – not including major projects)
Desired Level	95% of all installs and upgrades completed within one week.
Metric	(# of new installs completed within one week) / (total # of new installs) >= .95
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Capacity Management
Desired Level	<ul style="list-style-type: none"> ◆ Traffic not to exceed 30% of total bandwidth on the backbone ◆ Monitor and report on circuits approaching this level ◆ Maintain an over-subscription rate for desktops of no more than 10 to 1
Metric	Average traffic $\leq .3 \times$ (total bandwidth) over a two hour measurement period
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Resolve Tier 3 Help Desk Problems
Desired Level	<ul style="list-style-type: none"> ◆ Priority One (Mission critical, 6 AM to 6 PM) 100% Callback within 10 minutes Max TTR 8 hours ◆ Priority 1a (Mission critical, 24x7) For 24-hour shops, 100% callback within ten minutes Availability on-call 24 hours/day 7 days/week Max TTR 24 hours (weekdays) ◆ Priority Two 100% Callback within 30 minutes during work hours Available 6:30a.m. – 5:30 p.m. M-F except holidays Max TTR 24 hours (weekdays) ◆ Priority Three <ul style="list-style-type: none"> • 100% Callback within 30 minutes during work hours • Available 6:30a.m. – 5:30 p.m. M-F except holidays • Max TTR 72 hours (weekdays)
Metric	Initial callback: Time since call <= Priority level Resolution: Time since call <= Priority level
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

ADDITIONAL NETWORK ADMINISTRATION SERVICES:

Network Admin		
Service	Candidate Service Level	Candidate Metric
Maintain an asset inventory and configuration data of all components of City network	Updates to inventory made within one week of changes	<ul style="list-style-type: none"> ◆ Published inventory ◆ Audit regularly
Policies and procedures	Published within six months of beginning of contractual period and semiannual updates	<ul style="list-style-type: none"> ◆ Publication and review ◆ Audit
Performance Management	Maintain a network with average LAN latencies less than 10 ms, and average WAN latencies less than 100 ms	<ul style="list-style-type: none"> ◆ Audit
Will you provide these services as indicated? (Yes or No)		
If No, why not?		
Please indicate any concerns regarding these service requirements, including proposed changes, and associated benefits to the City		

SERVER ADMINISTRATION

2. If bidding, please respond to the following proposed **server administration** service levels

Service	Manage Tape Backup and Recovery for all NT Servers
Desired Level	<ul style="list-style-type: none"> ◆ 98% backup success rate ◆ Backups occur between 6 p.m. – 6 a.m. ◆ 85% user files recovered within four business hours; 100% within 24 hours ◆ System file recovery: 98% within 8 hrs; 100% within 24 hours
Metric	<p>Success rate: (# of successful backups) / (total # of backups) >= 0.98</p> <p>User Recovery: (# of user recoveries in four hours) / (total recoveries) >= .85; (# of user recoveries in 24 hours) / (total # of recoveries) = 1</p> <p>System Recovery: (# of system recoveries in eight hours) / (total recoveries) >= .98; (# of system recoveries in 24 hours) / (total # of recoveries) = 1</p>
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Maintain Server Software
Desired Level	Review all new software/configuration releases, patches, changes, etc., implementing those necessary to maintain the City's desired service levels
Metric	Install current updates, as appropriate, with 95% of installs completed within three (3) weeks of availability, unless delay would be prudent
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Maintain System Hardware (optional)
Desired Level	<ul style="list-style-type: none"> ◆ In accordance with manufacturer's recommendations ◆ On-site support within 4 hours, as required ◆ MAX TTR: 24 hours on working days
Metric	Time from call to arrival <= 4 hours Time from call to resolution <= 24 hours (work week)
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Server Availability
Desired Level	<ul style="list-style-type: none"> ◆ 99.99% uptime for each server during business hours ◆ Planned outages do not occur during business hours
Metric	<p>For each device: (hours available) / (max possible hours) >= 0.9999, over a rolling three month period Average hours between failures >= 10,000 hours</p>
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Resolve Tier 3 Help Desk Problems
Desired Level	<ul style="list-style-type: none"> ◆ Priority One (Mission critical, 6 AM to 6 PM) 100% Callback within 10 minutes Max TTR 8 hours ◆ Priority 1a (Mission critical, 24x7) For 24-hour shops, 100% callback within ten minutes Availability on-call 24 hours/day 7 days/week Max TTR 24 hours (weekdays) ◆ Priority Two 100% Callback within 30 minutes during work hours Available 6:30a.m. – 5:30 p.m. M-F except holidays Max TTR 24 hours (weekdays) ◆ Priority Three <ul style="list-style-type: none"> • 100% Callback within 30 minutes during work hours • Available 6:30a.m. – 5:30 p.m. M-F except holidays • Max TTR 72 hours (weekdays)
Metric	Initial callback: Time since call <= Priority level Resolution: Time since call <= Priority level
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Manage system service applications, including: <ul style="list-style-type: none"> ◆ DNS ◆ WINS/DHCP ◆ Exchange Server ◆ IIS ◆ Content filtering ◆ Web
Desired Level	<ul style="list-style-type: none"> ◆ Application uptime of 99.99% during business hours ◆ Overall application uptime of 99.9%
Metric	For each application: (hours available) / (max possible hours) >= 0.9999 during business hours, .999 overall Hours between failures >= 10,000 hours
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Storage Capacity Management
Desired Level	Provide adequate storage with appropriate space for growth, notifying the City when storage needs expansion
Metric	As appropriate for each application and service, manage capacity to a level that ensures no loss of service, performance, or data
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

ADDITIONAL SERVER ADMINISTRATION SERVICES:

Server Admin		
Service	Service Level	Metric
Manage asset and configuration inventory	Updates to inventory made within one week of changes	<ul style="list-style-type: none"> ◆ Published inventory ◆ Audit regularly
Implementation of NT security	Implement best practices and per security design	<ul style="list-style-type: none"> ◆ Report ◆ Audit
Application Liaison services	<ul style="list-style-type: none"> ◆ Provide problem resolution and escalate issues as appropriate 	<ul style="list-style-type: none"> ◆ Client feedback ◆ Audit
Maintain server software	Install current updates, as appropriate, with 95% installs completed within three week of availability, unless delay would be prudent	<ul style="list-style-type: none"> ◆ Help Desk Reports
Performance management	<ul style="list-style-type: none"> ◆ Tuning ◆ I/O ◆ CPU utilization monitoring 	<ul style="list-style-type: none"> ◆ Log reporting ◆ Audit
Will you provide these services as indicated? (Yes or No)		
If No, why not?		
Please indicate any concerns regarding these service requirements, including proposed changes, and associated benefits to the City		

SECURITY ADMINISTRATION

3. If bidding, please respond to the following proposed **security administration** service levels

Service	Virus Prevention and Troubleshooting
Desired Level	<ul style="list-style-type: none"> ◆ Maintain current virus definitions within 24 hours of publication ◆ Respond to incidents as follows*: <ul style="list-style-type: none"> • Priority One – immediate • Priority Two – within one business day • Priority Three – within three business days
Metric	Definitions: (# of updates applied within 24 hours of publication) / (total # of updates) \geq 1 Response: (time from call to response) \leq Priority
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

*Priorities to be determined in contract negotiations

Service	Intrusion/Incident Response
Desired Level	Respond to intrusions/incidents immediately
Metric	Response time is immediate
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

Service	Maintain Security Devices
Desired Level	Review all new software/configuration releases, patches, changes, etc., implementing those necessary to maintain the security levels identified in the security plan
Metric	Agreed upon changes are implemented within three days of agreement.
Measuring Responsibility	Vendor
Will you meet this service level (Yes or No)	
If No, why not?	
What tools and/or methods do you propose for measuring compliance with this service level?	
What escalation procedures do you propose for resolving non-compliance or other issues related to this service level?	
Please indicate any concerns regarding this service level, including proposed changes, and associated benefits to the City	

ADDITIONAL SECURITY ADMINISTRATION SERVICES:

Security Admin		
Service	Service Level	Metric
Monitor system security	<ul style="list-style-type: none"> ◆ Continually monitor for attempted unauthorized access ◆ Automated notification of intrusion 	<ul style="list-style-type: none"> ◆ Automated notification of security breach attempts ◆ Escalation of response to attack as required
Audit systems security and processes	Perform quarterly audit to assess attempted unauthorized access	Report
Content management (Web and email) – not currently in place at the City	<ul style="list-style-type: none"> ◆ Maintain appropriate and City-approved “content definitions” 	<ul style="list-style-type: none"> ◆ Audit ◆ Log reporting
Firewall management	<ul style="list-style-type: none"> ◆ Configure and maintain appropriate to level of security identified in security plan 	Audit
Maintain secure environment	<ul style="list-style-type: none"> ◆ Establish secure architecture, policies and procedures based on security plan ◆ Maintain environment identifying patches and configurations to be applied as required 	Audit
Will you provide these services as indicated? (Yes or No)		
If No, why not?		
Please indicate any concerns regarding these service requirements, including proposed changes, and associated benefits to the City		

FORM 3-6: MANAGEMENT TOOLS

[Please respond to the following questions regarding management tools.

Complete one table per service area being bid. Responses that fail to comply with the structure of this form will be ignored.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Check One: Network Server Security

1. The City is interested in learning what tools vendors are proposing to use in providing their outsourcing services. Please complete the following regarding the tools (e.g., Network Management System, etc.) you intend to use to support the proposed services, and who will be providing them.

Tool	Purpose	Provided By:	
		Vendor	City

2. If applicable, how will vendor supplied tools be provided, maintained, licensed, etc. on City equipment and systems.

FORM 3-7: COST STRATEGY

[Please respond to the following questions regarding your proposed pricing and payment strategy. The form includes three tables covering migration, one-time, and recurring costs. Additionally, there are two forms covering optionally proposed services and unrelated, available services. Please use the last page to describe any discounts based on potential marketing agreements. Your response to that question should be less than one (1) page.

Responses that fail to comply with the structure of this form will be ignored.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

Check all that apply: Network Server Security

1. Please describe your preferred pricing strategy and payment terms for the service(s) you are proposing.

2. Please fill out the following table for **migration costs** related to the outsourced services you are proposing (Do not include hours associated with providing the one-time deliverables identified in question 3 of this form).

MIGRATION COSTS				
Outsourced Service	Staff Position	Estimated Hours	Hourly Rate	Total Cost
Network Administration				
	Network Sub-total			
Server Administration				
	Server Sub-total			
Security Administration				
	Security Sub-total			
Totals				

3. Please fill out the following table for **one-time costs** related to the outsourced services you are proposing.

ONE-TIME COSTS		
Outsourced Service	One-Time Cost Item	Cost
Network Administration	Policies and Procedures	
	Inventory*	
	(Other, please specify)	
Network Sub-total		\$
Server Administration	Policies and Procedures	
	Inventory*	
	(Other, please specify)	
Server Sub-total		\$
Security Administration	Security plan	
	(Other, please specify)	
Security Sub-total		\$
Totals		\$

*The City currently uses its own inventory document. This should be included in the proposal only if the vendor is supplying their own tool for this item.

4. Please fill out the following tables for **fixed annual support costs** related to the outsourced services you are proposing. Include costs for all activities, including participation in City IT strategic planning and governance activities.

Outsourced Service	Annual Support Costs			Total
	Year 1	Year 2	Year 3	
Network Administration	\$	\$	\$	\$

Please explain what methods and component costs were used to calculate these figures.

Annual Support Costs				
Outsourced Service	Year 1	Year 2	Year 3	Total
Server Administration	\$	\$	\$	\$

Please explain what methods and component costs were used to calculate these figures.

Annual Support Costs				
Outsourced Service	Year 1	Year 2	Year 3	Total
Security Administration	\$	\$	\$	\$

Please explain what methods and component costs were used to calculate these figures.

4. Please indicate how you would price the following as-needed services.

Service	Cost Approach	Per unit charge
Design and Engineering Services		\$
Other [Please Describe]		\$

5. In the following table, please list any optional or supplementary services you are proposing, the outsourced service area it applies to, the reason and benefit to the City provided by this service, and how you propose to price the service.

Service	Associated Outsourced Service Area	Reason/Benefit to the City	Annual Cost
			\$
			\$
			\$
			\$
			\$
			\$

6. In the following table, please list any unrelated service, outsourced or otherwise, your organization provides that may be of interest to the City. Include a description of the service, how you charge for the service (e.g., hours, annual, etc.), and the per unit charge.

Service	Cost Approach	Per unit charge
		\$
		\$
		\$
		\$
		\$
		\$
		\$



[In the space below, please describe any concessions or discounts you would provide in exchange for marketing opportunities related to performing the proposed services for the City of Bellevue. Please describe the specific marketing opportunities you would foresee as part of this work, and the associated financial incentives. If you would not be interested in such concessions in relation to a contract resulting from this RFP, please indicate such. Limit your response to one (1) page.

TEXT WITHIN THESE BRACKETS TO BE DELETED IN YOUR RESPONSE.]

C. COMPANY INFORMATION**FORM 3-8: GENERAL VENDOR INFORMATION**

[Use this form to provide information about ALL vendors being proposed as part of this bid. **For each additional vendor, use your word processor's copy and paste functionality to create copies of this form.**

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

1. Please complete the following table:

Name of parent company	
Length of time in business	
Length of time in business providing the proposed outsourcing service(s)	
Gross revenue for the prior fiscal year (in US dollars)	
Percentage of gross revenue generated by providing the proposed outsourcing service(s)	
Total number of clients for which you are providing the proposed outsourcing service(s)	
Number of public sector clients	
Number of Puget Sound area clients	
Number of full time personnel at your company in:	
• Customer support	
• Outsource service provision	
• Sales, marketing, and administrative support	

2. Where is your headquarters located? Field offices?
3. Which office would service this account? What are the hours of operation for the office?

[Form 3-5 continued...]

4. In the following table, please list credit references that can verify the financial standing of your company. Additionally, attach the most recent audited financial statement or annual report for your company.

Institution	Address	Phone Number

5. If the vendor has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the vendor to be in default.

In the space provided, submit full details of all terminations for default experienced by the vendor during the past five years, including the other party's name, address, and telephone number. Present the vendor's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the vendor. In the case of multiple vendors submitting a proposal together, at its discretion, the City will evaluate the vendors in this regard individually or as a whole

If no such terminations for default have been experienced by the vendor in the past five years, so declare in the space provided.

A vendor response that indicates that the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not acceptable. Restricting the vendor response to include only legal action resulting from terminations for default is not acceptable.

[Please use this space to respond to Question 5 of Form 3-5. Your response may take as many pages as needed to fully answer the question. TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

FORM 3-9: EXPERIENCE

[Using the table below, please list all outsourcing clients in the last two years. Use your word processor's copy and paste functions to create additional lines as needed.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Client	Services Provided	Length of relationship (months)	Are they still a client (Y/N)?*	Contact name and phone number

* If not, please indicate the reason(s) below

FORM 3-10: CUSTOMER REFERENCE FORM

[Using the tables below, please list the last three clients you have provided the proposed services to. REPEAT THIS PROCEDURE FOR EACH VENDOR NAMED IN THE PROPOSAL. Use your word processor's copy and paste functions to create additional tables as needed.]

Vendor name	
Customer/client name	
Reference name	
Title	
Phone number	
Mailing address	
Fax number	
Customer Size	
Type of Business/ Organization	
Services Provided	
Contract Amount	
Dates of Service	

D. VENDOR AND CITY STAFFING

FORM 3-11: ONGOING SUPPORT STAFFING

[Please complete the following table to identify the proposed project staff (including subcontractors) who will be providing services to the City.

Complete one table per service area being bid (i.e., network, server, and/or security administration). Indicate the percent of time each staff member will be dedicated to the project and each member’s years of experience with the company. Add additional lines as necessary for each instance of the list. Use your word processing application’s copy and paste functions to create additional copies of this table as necessary. Please note, the City reserves the right to require the vendor to replace any project staff member at any time.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Check One: Network Server Security

Vendor Name	Staff member name	Title	Role	Number of years with the company	% of Time On-Site

For staff that will spend time on site, please describe any resources you will need the City to provide (e.g., amount of office space, number of workstations, etc.).

FORM 3-12: ONGOING SUPPORT TEAM EXPERIENCE

[Complete the following table for each of the key project staff members. Use your word processor's copy and paste commands to create additional copies of this table. Please allow one page for each table. At a minimum, key staff must include your proposed project manager and technical leads. This form must be completed as-is – *standard resumes are not acceptable*. TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Vendor name	
Staff member name	
Position in the company	
Length of time in position	
Length of time at company	
Position and responsibilities	
Education and certifications	
Previous work experience	
Technical skills and qualifications for the project position	
Experience providing the proposed services: <ul style="list-style-type: none"> ◆ Client name ◆ Contact person and phone number ◆ Client size (employees) ◆ Project position/responsibilities ◆ Service Dates ◆ Business Type 	

E. VENDOR METHODS AND APPROACH**FORM 3-14: MIGRATION APPROACH**

[Provide a detailed project migration plan that includes:

- A Gantt chart showing duration of each task and the entire project, with estimated beginning and end dates of all tasks
- A Work Breakdown Structure
- A brief description of each task and its work products
- A Roles and Responsibilities Matrix, denoting City versus Proposer
- A table listing proposer staff assignments for all tasks
- A description of each proposed deliverable

Your plan should include key milestones, with estimated dates. Insert pages as needed to allow space for your Gantt chart and workplan. **Proposers should submit a single schedule, staff assignment table, set of project descriptions, and set of deliverable descriptions, aimed at successfully migrating the service(s) proposed in your response.** TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Gantt chart

[Use this section to include your Gantt chart showing project duration with estimated beginning and end dates of all tasks. TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Work Breakdown Structure (WBS)

[Use this section to include a work breakdown structure, showing Proposer staff assignments and hours for all tasks. Signify if staff assigned is a designated individual or full-time equivalent (FTE). TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Task Descriptions

[Use this section to include brief descriptions of all tasks, milestones, associated work products, and major contingencies. TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Roles and Responsibilities Matrix for migration

[Use this section to include your matrix denoting City versus Proposer roles and responsibilities during implementation/migration. An example appears below:

Tasks	Vendor Responsibilities	City Responsibilities	Vendor Work Products
Project plan and timelines	Create and manage the project plan and timeline	Review project timeline and provide input to project plan such as desired installation, training and live dates	Project Plan and Timeline
Budget and schedule	Manage resources according to project budget and schedule.	Assist with identifying areas of project slippage due to insufficient time, scheduling conflict, etc.	

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Deliverables

[Use this section to include brief descriptions of all project deliverables.

At a minimum, your response should include a security plan, network procedures, and/or server procedures, appropriate to the outsourced services you are proposing.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

FORM 3-15: PROJECT MANAGEMENT AND IMPLEMENTATION

PROJECT MANAGEMENT

[Please complete the following questions to provide information regarding your project management and migration approach.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-15 should not exceed ten (10) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

1. Do you have an established methodology for Project Management and is your proposal reflective of that established methodology? Y_____ N_____ Please describe.
2. What management plans (risk management plan, corrective action plan, project quality, change management) do you propose to implement and in what timeframes?
3. How will you manage risk? How will you identify risk on an ongoing basis? How will you proactively mitigate risk?
4. How will you proactively manage the working relationship with the City with respect to raising issues, recommending solutions, and assisting in solution implementation? In your explanation, include a description of your proposed escalation process for managing issues and problems identified by the City.
5. Describe your approach for establishing a communication plan, and managing communications throughout the life of the relationship.
6. How will ongoing service and system problems be logged and reported?

7. Please describe your change control and auditing approach and methodologies.

MIGRATION PLAN

8. What is your recommended migration approach, including order and timing, and what is your rationale for this recommendation?

9. Describe the anticipated impact that the transition will have on “normal” City business operations. Identify the anticipated disruption that transition tasks will have on the City’s normal work environment and how your organization will minimize and manage any disruption.

10. Do you have an established methodology for migration; is your proposal reflective of that established methodology? Please describe.

10. The proposer is to implement an expeditious and seamless migration, without interruption of the City’s primary support period of 6:30 a.m. to 6:30 p.m., Monday through Friday, from the City’s current service to those within the scope of this RFP. Explain how you will ensure that service is not interrupted during migration and cut over.

FORM 3-16: SERVICE LEVEL ADJUSTMENT PROCESS

[Please complete the following questions to provide information regarding your proposed service level adjustment approach.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-16 should not exceed two (2) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

Please describe your recommended approach for adjusting service levels and services during the life of the contract.

FORM 3-17: CONFIGURATION MANAGEMENT

[Please complete the following questions to provide information regarding your approach to configuration management.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-17 should not exceed two (2) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

1. Please describe any tools used for configuration management.

2. How is testing performed, and how are new products and services rolled out into production?

In an attachment, please include any relevant internal or client policies and procedures for configuration and change management.

FORM 3-18: CONTRACT DECISION MAKING AND DISPUTE RESOLUTION

[Please complete the following to provide information regarding your approach to decision making and dispute resolution.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-18 should not exceed four (4) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

1. Provide a proposed organizational chart for contract governance.

2. Diagram the your recommended contract decision-making process.

3. List the recommended roles and responsibilities for all parties identified in the decision process and governance diagram.

4. What is your recommended approach for contract dispute management and resolution?

FORM 3-19: STANDARDS AND PROCEDURES

[Please complete the following to provide information regarding your operational policies and procedures. Add as many pages as required to respond to this form.]

Complete this form for each service area being bid (i.e., network, server, and/or security administration).

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

Check One: Network Server Security

Please provide one of the following:

A. Your “boilerplate” operations policies and procedures, with a description of how you will tailor them to meet the City’s needs.

-OR-

B. Your approach for developing operations policies and procedures to meet the City’s needs.

FORM 3-20: DISENTANGLEMENT

Please complete the following questions regarding contract disentanglement and duration.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-20 should not exceed five (5) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

At the end of this contract, either by coming to term or due to contract termination, the City expects the service provider to provide comprehensive and timely cooperation regarding disentanglement. If the contract expires or terminates, the service provider shall, within 180 days, completely disentangle itself from the City, including:

- Providing the City with all documentation, including configuration and setup data of all systems
- Allowing the City or a service provider access to methods, processes, procedures, and other tools used in servicing the City
- Making staff available as needed to ensure a successful transition

1. Will you meet this requirement? Y_____ N_____

2. Please describe your recommended approach to disentanglement.

3. The City desires a contract of up to three years, unilaterally renewable *only by the City*. Will your organization want a different term length or renewal provision? If so, explain your contract term requirements, including how it will be of benefit to the City.

4. The City will require that any agreement allow it to unilaterally terminate the contract at any time if any of a pre-defined set of events occur (e.g., failure to perform). How will your company accommodate the City's need for this requirement?

5. The City also desires the ability to terminate all or part of the contract, with reasonable notice, without incurring any penalty. How would your company accommodate this desire? What is a reasonable amount of advance notice?

FORM 3-21: ONGOING TRAINING

[Please complete the following to provide information regarding current and ongoing training programs for your staff.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-21 should not exceed two (2) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

1. How do you ensure that staff are current, trained, and competent?

2. Are there specific training programs or curricula used by your organization? If so, please describe them.

3. What certifications do you require employees to have, and at what level?

4. Please describe any existing continuing education programs your organization adheres to?

5. How will you ensure that ongoing training does not impact service delivery?

F. ADDITIONAL INFORMATION

FORM 3-22: PROPOSAL SYNERGIES

[If you are proposing both scopes of this RFP (i.e., outsourced services and network hardware), please complete the following form explaining any synergies present in your two proposals. If you are not proposing both scopes of work, indicate so by answering question #1.

Responses that fail to comply with the structure of this form will be ignored. Your response to Form 3-22 should not exceed one (1) pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED.]

1. Are you proposing both scopes of this RFP (i.e., outsourced services and network hardware)?
Yes _____ No _____
2. If yes, please explain what, if any, benefits your firm can offer by providing both scopes of work.

FORM 3-24: ASSUMPTIONS

[In the space that follows, please indicate the assumptions you used to develop the pricing strategy, or any other part of your proposal.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED]

RFP AMENDMENTS

The City reserves the right to change the acquisition schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

VENDOR'S COST TO DEVELOP PROPOSAL

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the City.

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES

The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City.

PROPOSAL VALIDITY PERIOD

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful vendor.

CITY TAXATION

The vendor awarded the contract will be subject to City of Bellevue business registration and business taxation as provided in Chapters 4.02 and 4.08 of the Bellevue City Code. Questions should be directed to the City's Treasury and Tax Division at (425) 452-6851.

PUBLIC RECORDS

The City of Bellevue is subject to state law (RCW Chapter 42.17) regarding the disclosure of public records. Proposals and other materials submitted by vendors are public records and may be subject to public disclosure in whole or in part and may be released by the City in the event of a request for disclosure.

ACQUISITION AUTHORITY AND CONDUCT

This RFP is issued pursuant to the State of Washington's RCW 39.04.270.

GENERAL CONTRACT INFORMATION

The contract will define the extent of services to be rendered, method and amount of compensation.

The term of this contract shall be for approximately thirty-six (36) months, during which time costs outlined in the proposal shall remain fixed.

The successful Proposer agrees to enter into a contract with the City within 10 days after being notified of the award.

CONTRACT AWARD AND EXECUTION

- ◆ The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.
- ◆ The general conditions and specifications of the RFP and the successful vendor's response, as amended by agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.
- ◆ The vendor selected as the apparently successful vendor will be expected to enter into a contract with the City.
- ◆ If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the City may elect to cancel the award and award the contract to the next-highest-ranked vendor.
- ◆ No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

YEAR 2000 COMPLIANCE

The following Year 2000 Compliance requirements apply:

1. Any and all hardware and software delivered under Contract with the City shall, individually and in combination, correctly process, sequence and calculate all date and date-related data for all dates prior to, through and after January 1, 2000. Any software products delivered under this Contract that process date and date-related data shall recognize, store and transmit date and date-related data in format which explicitly and unambiguously specifies the correct century.
2. Any consulting and/or technology-related services covered in a Contract with the City shall be performed by Contractor's employees, agents or sub-contractors having full knowledge of Year 2000 transition requirements for all products for which they are providing services.
3. In the event Contractor, its employees, agents, or subcontractors learns or has reason to believe that the City's hardware or software environment fails to use a date format that explicitly and unambiguously specifies the century in any date data, Contractor shall promptly advise City of such failure.
4. Failure to comply with the provision of these paragraphs shall constitute default.

INSURANCE REQUIREMENTS

The City will require the selected vendor to comply with the insurance requirements as outlined in the contract provided as Appendix C.

NON-DISCRIMINATION AND EQUAL OPPORTUNITY PROGRAM

The City is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, age, or physical handicap.

OTHER COMPLIANCE REQUIREMENTS

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

OWNERSHIP OF DOCUMENTS

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

CONFIDENTIALITY OF INFORMATION

All information and data furnished to the Proposer by the City, and all other documents, to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

HOLD HARMLESS

The Proposer shall hold harmless, defend and indemnify the City and the City's officers, agents and employees against any liability that may be imposed upon them by reason of the Proposer's failure to provide worker's compensation coverage or liability coverage.

EQUAL OPPORTUNITY REQUIREMENTS

GENERAL INSTRUCTIONS

EQUAL OPPORTUNITY REQUIREMENTS

Applications: The following materials pertain to the Equal Opportunity Requirements of the City of Bellevue as set forth in Chapter 4.28.143 of the Bellevue City Code. All contractors, subcontractors, consultants, vendors and suppliers who contract with the City in a total amount of thirty-five thousand or more within any given year must comply with these requirements.

Affidavit: Before being considered for a contract of the magnitude listed above, all contractors will be required to submit the "Affidavit of Equal Opportunity Compliance" as part of their proposal or upon the request of the Purchasing & Graphic Services Manager.

Compliance: The City of Bellevue reserves the right to randomly select contractors, subcontractors, consultants, vendors or suppliers to be audited for compliance of the requirements listed. During this audit, the contractors, etc. will be asked for a specific demonstration of compliance with the requirements.

Noncompliance: A finding of a noncompliance may be considered a breach of contract and suspension or termination of the contract may follow.

City contact: The City's Compliance Officer is the Purchasing & Graphic Services Manager, and specific questions pertaining to this section may be directed to the Purchasing Division at (425) 452-6894.

EQUAL OPPORTUNITY REQUIREMENTS

Section 4.28.143 of the Bellevue City Code establishes the requirements for all contractual service providers:

"All contractors, subcontractors, consultants, vendors and suppliers who contract with the City of Bellevue in a total amount of thirty-five thousand or more within any given year are required to take affirmative action and comply with the following requirements of this section. There shall be included in any contract between such contractual services provider and the City of Bellevue the following provisions:

1. Contractor shall make specific and constant recruitment efforts with minority and women's organizations, schools, and training institutions. This shall be done by notifying relevant minority and women's organizations.
2. Contractor shall seek out eligible minority and women contractors to receive subcontract awards. Appropriate minority and women contractors shall be notified in writing of any bids advertised for subcontract work.
3. Contractor shall provide a written statement to all new employees and subcontractors indicating commitment as an equal opportunity employer and the steps taken to equal treatment of all persons.
4. Contractor shall actively consider for promotion and advancement available minorities and women.
5. Contractor is encouraged to make specific efforts to encourage present minority and women employees to help recruit qualified members of protected groups.
6. Contractor is encouraged to provide traditional and nontraditional employment opportunities to female and minority youth through after school and summer employment.
7. Contractor is encouraged to assist in developing the skills of minorities and women by providing or sponsoring training programs.

Willful disregard of the City's nondiscrimination and affirmative action requirements shall be considered breach of contract and suspension or termination of all or part of the contract may follow.

All contractors, subcontractors, vendors, consultants or suppliers of the City required to take affirmative action must sign the affidavit of compliance and submit with the bid proposal or upon the request of the Purchasing and Graphic Services Manager. All documents related to compliance steps listed above shall be presented upon the request of the Purchasing and Graphic Services Manager. The Purchasing and

Graphic Services Manager shall serve as the compliance officer for the city and is authorized to develop and issue procedures for the administration of this section.”

In order to more readily determine compliance with BCC 4.28.143, the following interpretations are provided:

Requirement 1. When a contractor needs to recruit, they must notify minority and women's organizations, schools and training institutions. Such "notification" can be in the form of an advertisement in newspapers or trade journals of general circulation in the metropolitan Seattle area.

When the contractor hires through a union hiring hall, the contractor must be able to provide confirmation, upon request by the City, that the hiring hall has an equal opportunity policy.

Requirement 2. When a contractor intends to subcontract out any work they shall notify minority and women contractors for the subcontract work. The requirements to notify minority and women contractors of any bids can be satisfied by advertising in newspapers or trade journals that are of general circulation in the metropolitan Seattle area.

Requirement 3. If and when a contractor hires new employees or contracts with subcontractors, the contractor must alert such employees and subcontractors to the contractor's commitment as an equal opportunity employer, etc. This requirement may be complied with by posting a notice of equal opportunity commitment at the job shack, or by the time clock.

Requirement 4. If and when a contractor promotes or advances employees, the contractor must consider all eligible employees.

The City of Bellevue reserves the right to audit all contractors for compliance with the requirements set forth in BCC 4.28.143.

AFFIDAVIT OF EQUAL OPPORTUNITY COMPLIANCE

AFFIDAVIT OF EQUAL OPPORTUNITY COMPLIANCE

_____ certifies that:
Bidder

1. If necessary to recruit additional employees, it has:
 - a. Notified relevant minority and women's organizations, or
 - b. Hired through a union hall with an equal opportunity policy.
2. It intends to use the following listed construction trades in the work under the contract:

3. In sourcing subcontract work for trades listed above, it has notified in writing appropriate minority and women contractors of bids for subcontract work.
4. It will obtain from its subcontractors and submit upon request, an Affidavit of Equal Opportunity Compliance as required by these bid documents.
5. It has provided a written statement to all new employees or subcontractors indicating its commitment as an equal opportunity employer.
6. It has considered all eligible employees for promotion or advancement when promotion or advancement opportunities have existed.

By: _____
(authorized signature)

Title: _____

Date: _____

Appendix D Technical Inventory – NT Servers

D-1

System Name	Server Function	Hardware Manufacturer/Model	O/S Versions	CPU # / Speed	System Location	Prod Dev or Test	Database Information	Applications	Hardware Information	Memory Conf	BIOS Type/Date	Array Type/ Firmware Verion	Service Vendor	Warranty	Purchase Date Replacement Date
PRODUCTION MICROSOFT WINDOWS NT SERVERS															
WNTBACK	Primary Backup Server	Compaq ProLiant 3000R	WinNT Server SP6.0a	2 / 450mhz 4	CR	P		Backup Executive	3 hard drives,, 52gb total disk space	640mb RAM	P9 6/2/2000	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 07/19/99 Replacement 2003
WNTBACK1	Secondary Backup Server	Compaq ProLiant 3000R	WinNT Server 4 SP5	1 / 450mhz	CR	P		ATT-Time, Versatil, ArcserveT, Crystal Reports Markvision Printing, Timeserv	4 hard drives, 34gb total disk space 4 tape drives	384mb RAM	P9 6/2/2000	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 07/19/99 Replacement 2003
WNTCOB0	Primary Domain Controller	Compaq ProLiant 1850R	WinNT Server 4 SP5	1 / 550mhz	CR	P		Kixstart 351	2 hard drives, 36gb total disk space	640mb RAM	P7 4/19/2000	4.16	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 10/07/99 Replacement 2004
WNTCOB1	Utilities File and Print server	Compaq ProLiant 3000R	WinNT Server SP6.0a	1 / 450mhz 4	CR	P		Standard Applications	4 hard drives, 43gb total disk space	384mb RAM	P9 6/2/2000	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 04/12/99 Replacement 2003
WNTCOB10	Parks/Finance file and print server	Compaq ProLiant ML530	WinNT Server SP6.0a	2/800 MHz 4	CR	Waiting for conversion	N/A	None	2 9.6 hard drives, RAID 1; 4 18.2 hard drives, Raid 0+1	1 Gbyte	06/02/2000	Smart Array 431/1.02	Compaq	Compaq 3 yr 5x9 4 hr	Purchased 7/2/2000 Replacement 2004
WNTCOB11	Amanda development and test	Compaq ProLiant 3000R	WinNT Server 4 SP5	2 / 300mhz	CR	T		Amanda, RAS/PPTP, Oracle	8 hard drives, Raid 5 Total disk space	512mb RAM	E39 11/14/1997	3.08	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2002
WNTCOB12	Proxy server	Compaq ProLiant 3000	WinNT Server SP6.0a	2/600 MHz 4	CR	Waiting on mgt decision	N/A	Microsoft Proxy Server 2.0		512MB RAM			Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 05/15/2000 Replacement 2004
WNTCOB14	Kronos web server	Compaq ProLiant ML530	WinNT Server SP6.0a	2/800 MHz 4	CR	Waiting on appl. Installation	Proprietary	Kronos timekeeping software web server	2 9.6 hard drives, RAID 1; 4 18.2 hard drives, Raid 0+1	1 Gbyte	06/02/2000	Compaq Disk Array/4.16	Compaq	Compaq 3 yr 5x9 4 hr	Purchased 8/10/2000 Replacement 2004
WNTCOB15	HP Openview Server	Compaq ProLiant 1850R	WinNT Server 4 SP5	1/600 MHz	CR	T		HP Openview	4 9.6 GB hard drives,, RAID 5	384 MBytes	10/25/1999	Smart Array 221/4.16A			Purchased ??/1999 Replacement 2003?
WNTCOB16	Web server for MapGuide	Compaq ProLiant DL350	WinNT Server SP6.0a	2/800 MHz 4	CR	OS not installed yet	Proprietary	MapGuide server to Internet/intranet for Trasportation map images	2 9.6 hard drives, RAID 1; 4 18.2 hard drives, Raid 0+1			Smart Array 3200/4.16	Compaq	Compaq 3 yr 5x9 4 hr	Purchased 8/10/2000 Replacement 2004
WNTCOB17	Facilities Maximo server				CR	Projected									
WNTCOB18	GIS database server	Compaq ProLiant 8500		2/700 MHz	CR	On order	Oracle			2 Gbyte		Smart Array 3200/4.16	Compaq	Compaq 3 yr 5x9 4 hr	Purchased 9/22/2000 Replacement 2004

Appendix D Technical Inventory – NT Servers

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System Name	Server Function	Hardware Manufacturer/Model	O/S Versions	CPU # / Speed	System Location	Prod Dev or Test	Database Information	Applications	Hardware Information	Memory Conf	BIOS Type/Date	Array Type/ Firmware Verion	Service Vendor	Warranty	Purchase Date Replacement Date
WNTCOB19	GIS application server	Compaq Proliant DL580R		2/700 MHz	CR	On order	None			1 Gbyte		Smart Array 3200/4.16	Compaq	Compaq 3 yr 5x9 4 hr	Purchased 9/22/2000 Replacement 2004
WNTCOB2	Transportation and PCD File and Print Server	Compaq ProLiant 6500R	WinNT Server 4 SP5	3 / 450mhz	CR	P		Quota Advisor, Amanda application files	10 hard drives, 121gb total disk space	512mb RAM	P11 11/3/1999	3.08	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 03/31/99 Replacement 2004
WNTCOB21	Webview server		WinNT Server 4 SP6.0a		CR/DMZ	P	None	Webview					Compaq	Compaq 3 yr 5x9 4 hr	Purchased 10/?/2000 Replacement 2004
WNTCOB3	Fire and Police File and Print Server	Compaq ProLiant 3000R	WinNT Server 4 SP5	2 / 450mhz	CR	P		None	6 hard drives, 60gb total disk space	512mb RAM	P9 2/18/1999	4.06	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 08/18/99 Replacement 2003
WNTCOB4	Intranet server	Compaq ProLiant 6500R	WinNT Server 4 SP6.0a	2 / 500mhz	CR	P		MS Site Server 3, Crystal Reports, RAS	3 hard drives, 34gb total disk space	1 Gbyte RAM	P11 6/29/1999	4.16	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2004
WNTCOB5	Test database server	Compaq ProLiant 1850R	WinNT Server 4 SP5	1 / 550mhz	CR	P		MS IIS 4, InterScan Manager, Virusware	3 hard drives, 34gb total disk space	640mb RAM	07/14/1999	NA	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 09/30/99 Replacement 2003
WNTCOB6	Shared database server	Compaq ProLiant 3000	WinNT Server 4 SP5	1 / 550mhz	CR	P	Oracle 8.1.5		5 hard drives, 68gb total disk space	1 Gbyte RAM	06/28/1999	4.16	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2004
WNTCOB7	Facilities Maximo server	Compaq Proliant 3000R	WinNT Server 4 SP5	1 / 550mhz	CR	T	Oracle 8.0.5		5 hard drives, 68gb total disk space	1 Gbyte RAM	P9 6/28/1999	4.16	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2004
WNTCOB8	Amanda production server	Compaq ProLiant 8000R	WinNT Server 4 SP5	4 / 550mhz	CR	P	Oracle 7.3.4	Amanda, RAS/PPTP, Oracle	5 hard drives, 93gb total disk space	2gb RAM	P41 8/28/1999	1.06	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2004
WNTCOB9	GIS Map Server	Compaq ProLiant 5500	WinNT Server 4 SP5	2 / 550	CR	P		Oracle	5 hard drives, 57gb total disk space	2gb RAM	P12 8/17/1999	1.06	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2004
WNTDS	Backup Domain Controller - Application and Image Storage	Compaq ProLiant 3000R	WinNT Server 4 SP5	1 / 300mhz	CR	P		MS IIS 4, MS SMS, Sunpro	5 hard drives, Raid 5 34gb Total disk space	128mb RAM	E39 4/19/2000	3.08	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased Replacement 2003
WNTFS1	Backup Domain Controller	Compaq ProLiant 1850R	WinNT Server 4 SP5	1 / 450mhz	FS1	P		MS SMS	2 hard drives, 16gb total disk space	128mb RAM	P7 2/18/1999	4.06	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 06/28/99 Replacement 2003
WNTGIS	Backup Domain Controller	Digital Priors 6000 Series	WinNT Server 4 SP5	2 / 200mhz	CR	P		Archinfo	2 hard drives, 8gb total disk space	256mb RAM			Jadtec	N/A	Replacement 2001
WNTIDEV	Web development and replication	Compaq PrLiant 3000R	WinNT Server SP6.0a	1 / 450mhz	IS Lab	P		Crystal Reports IIS Site Information Server	4 hard drives, 24gb total disk space	640mb RAM	P9 12/31/1999	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2001

Appendix D
Technical Inventory – NT Servers

D-3

System Name	Server Function	Hardware Manufacturer/Model	O/S Versions	CPU #/Speed	System Location	Prod Dev or Test	Database Information	Applications	Hardware Information	Memory Conf	BIOS Type/Date	Array Type/Firmware Verion	Service Vendor	Warranty	Purchase Date Replacement Date
WNTINET	Internet server	Compaq ProLiant 6500R	WinNT Server SP6.0a	4	CR	P	N/A	MS Index 5 hard drives, 1gb RAM Server, MS IIS Raid 5 34gb 4, MS Site Total disk Server 3, MS space Office Premium, Web Publishing, MS Front Page, Visual Studio	5 hard drives, 1gb RAM Raid 5 34gb Total disk space	1gb RAM	P11 4/19/2000	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 04/07/99 Replacement 2003
WNTINET2	Intranet server	Compaq ProLiant 6500R	WinNT Server SP6a	4	CR	P	N/A	MS Index 6 hard drives, 1gb RAM Server, MS IIS 51gb total disk 4, MS Site space Server 3, MS Office Premium, MS Visual Interdev 6, Certificate Authority	6 hard drives, 1gb RAM 51gb total disk space	1gb RAM	E25 6/16/1998	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2002
WNTKQ	Backup Domain Controller, master browser	Compaq DeskPro 6000	WinNT Server 4 SP5	1 / 200mhz	BJ's Cubicle	P	N/A	Standard Applications			N/A	N/A	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	
WNTMAIL1	Internet Mail Server/SMT P gateway	Digital 6000 Series 933WW	WinNT Server 4 SP5	2 / 200mhz	CR	P	N/A	Exchange 5.5 2 x 4.3gb & 4 x 392mb SP2 MS IIS 4, 9.1gb hard RAM MS Outlook drives, 84gb Web Access total disk space	2 x 4.3gb & 4 x 392mb hard RAM drives, 84gb total disk space				Jadtec	N/A	Purchased 08/21/98 Replacement 2001
WNTMAIL2	Primary Exchange Server	Compaq ProLiant 6500	WinNT Server 4 SP5	2 / 200mhz	CR	P	N/A	Exchange 5.5 6 hard drives, 512mb SP2 MS IIS 4 51gb total disk (Backup), MS space Outlook Web Access (Backup), Timeserv	6 hard drives, 512mb 51gb total disk space	512mb RAM	E25 4/30/99	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 08/21/98 Replacement 2001
WNTMMIS	Utilities Maximo	Compaq ProLiant 7000	WinNT Server 4 SP5	2 / 400mhz	CR	P		Maximo, Oracle, MS IIS 3, Networker, total disk space AdobePS 5, JetAdmin, RAS	3 hard drives, 2gb RAM Raid 5 26gb total disk space	2gb RAM	P40 12/27/1999	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2002
WNTMSQL1	Shared SQL database server	Compaq ProLiant 6500	WinNT Server 4 SP5	4 / 450mhz	CR	P	MS SQL 7, Connx middleware	Fire RMS, 6 hard drives, 1gb RAM ISTABS, Raid 5 52gb ATABS, Heat, total disk space SMS, Intranet support, Open Enrollment and RTS	6 hard drives, 1gb RAM Raid 5 52gb total disk space	1gb RAM	P11 12/31/1999	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 04/06/99 Replacement 2003
WNTORAT1 / WNTCOB20	Test/production database server	Compaq ProLiant 1850R	WinNT Server 4 SP5	1 / 400mhz	CR	D	Oracle 7, MS SQL 6.5	Test database, Utilities Maximo	4 hard drives, 3 320mb Raid 5 external RAM drives, 1 internal drive (C:), 26gb total disk space	320mb RAM	P7 12/31/1999	4.44	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2002
WNTORAT2	Test database server	Compaq ProLiant 1850R	WinNT Server 4 SP5	1 / 400mhz	CR	D		Oracle, Networker Admin, RAS Admin	4 hard drives, 3 320mb Raid 5 external RAM drives, 1 internal drive (C:), 26gb total disk space	320mb RAM	P7 12/31/1999	4.44	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2002

Appendix D Technical Inventory – NT Servers

D-4

System Name	Server Function	Hardware Manufacturer/Model	O/S Versions	CPU # / Speed	System Location	Prod Dev or Test	Database Information	Applications	Hardware Information	Memory Conf	BIOS Type/Date	Array Type/ Firmware Verion	Service Vendor	Warranty	Purchase Date Replacement Date
WNTPDC1	Backup Domain Controller	Digital 6000 Series	Prioris WinNT Server 4 SP5	2 / 200mhz	CR	P	N/A	DHCP, DNS, WINS, SNMP, IP, NWLINK RIP	6 hard drives, 84gb total disk space	392mb RAM			Jadtec	N/A	Replacement 2001
WNTPIX	Backup Domain Controller, Internet authentication	Compaq DeskPro DP4000	WinNT Server 4 SP5	2 / 200mhz	CR	P	N/A	Cisco Secure, Tacacs+	1 Hard Drive 3gb total disk space	128mb RAM	08/03/1999	N/A	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2001
WNTSMS1	SMS	Compaq ProLiant 3000	WinNT Server 4 SP5	2 / 333mhz	CR	P	Uses WNTMSQL1 for SQL	SMS 2 SP2	5 hard drives, Raid 5 34gb total disk space	768mb RAM	E39 12/7/1999	2.08	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Purchased 08/18/98 Replacement 2002
WNTTIME	Backup Domain Controller, Kronos	Compaq ProLiant 6500	WinNT Server 4 SP5	2 / 200mhz	CR	P		Kronos, Oracle, WINS, DNS	7 hard drives, Raid 5 60gb total disk space	896mb RAM	E25 4/30/1999	4.32	Compaq/Jadtec	Jadtec uplift to 5x9 4 hr	Replacement 2002
NON-PRODUCTION NT SERVERS															
WNTITEST		Compaq ProLiant 1850R	WinNT Server 4 SP6	1 / 450mhz	Kheang's Cubicle	T			2 hard drives, 35gb total disk space	512mb RAM	02/18/1999	N/A			
WNTTESTS QL		Compaq DeskPro 4000	WinNT Server 4 SP5	1 / 233mhz	Jeanne's cubical	T									
WNTIWEBT EST					Kheang's Cubicle	T									
OTHER															
		SUN Ultra 1	Solaris		CR			Vivid Network Management							

Table 2 - 3COM

SWITCH NAME	PART #	DATE VENDOR
CHSS124F101	3C16900	Mar-98 NWB
CHSS312F102	3C16942	Mar-98 NWB
CHSS124F103	3C16950	Aug-98 GRB
CHSS124F201	3C16900	Mar-98 NWB
CHSS124F202	3C16900	Mar-98 NWB
CHSS312F204	3C16942	Mar-98 NWB
CHSS312F203	3C16942	Mar-98 NWB
CHSS124F301	3C16900	Mar-98 NWB
CHSS124F302	3C16900	Mar-98 NWB
CHSS124F401	3C16900	Mar-98 NWB
CHSS124F402	3C16900	Mar-98 NWB
CHSS124F403	3C16950	Aug-98 GRB
CHSS124F501	3C16900	Mar-98 NWB
CHSS124F502	3C16900	Mar-98 NWB
CHSS124F503	3C16900	Mar-98 NWB
CHSS312F504	3C16942	Mar-98 NWB
CHSS124F505	3C16950	Aug-98 GRB
OCHSS124F101	3C16900	Mar-98 NWB
OCHSS312F102	3C16942	Mar-98 NWB
OCHSS124F201	3C16900	Mar-98 NWB
OCHSS124F202	3C16950	Aug-98 GRB
OCHSS124F301	3C16900	Mar-98 NWB
OCHSS124F302	3C16900	Mar-98 NWB
ANXSS124F101	3C16900	Mar-98 NWB
ANXSS124F102	3C16900	Mar-98 NWB
ANXSS124F103	3C16950	Dec-98 GRB
LEVSS124F101	3C16900	Mar-98 NWB
LEVSS124F102	3C16900	Mar-98 NWB
LEVSS124F103	3C16900	Mar-98 NWB
LEVSS124F201	3C16900	Mar-98 NWB
LEVSS124F202	3C16900	Mar-98 NWB
LEVSS124F204	3C16950	Apr-98 GRB
LEVSS124F203	3C16900	Mar-98 NWB

Appendix D
Technical Inventory – Network Equipment

SWITCH NAME	PART #	DATE	VENDOR
LEVSS124F301	3C16900	Mar-98	NWB
LEVSS124F302	3C16900	Mar-98	NWB
LEVSS124F303	3C16900	Mar-98	NWB
LEVSS312F304	3C16942	Mar-98	NWB
LEVSS124F401	3C16900	Mar-98	NWB
LEVSS124F402	3C16900	Mar-98	NWB
LEVSS312F403	3C16942	Mar-98	NWB
LEVSS312F404	3C16942	Mar-98	NWB
LEVSS124F405	3C16950	Aug-98	GRB
LEVSS124F501	3C16900	Mar-98	NWB
BSCSS124SO01	3C16900	Mar-98	NWB
BSCSS124SO02	3C16900	Mar-98	NWB
BSCSS124SO03	3C16900	Mar-98	NWB
BSCSS124SO04	3C16950	Jul-98	GRB
BSCSS124NO01	3C16900	Mar-98	NWB
BSCSS312NO02	3C16942	Mar-98	NWB
BSCSS124NE01	3C16950	Jun-98	GRB
COMSS312F001	3C16942	Mar-98	NWB
PKRMSS124WE01	3C16900	Mar-98	NWB
COMSS324F002		3300	
COMSS324F003		3300	
TRAIN 4TH FLR.	3C16950	Apr-98	GRB
100B FX Fiber Mod.	3C16920		
SPARE 1100	3C16950	Aug-98	GRB
SPARE 3000	3C16942	Mar-98	NWB
SPARE	3C421600		COMP
CHSSRAS101	3C421600	Aug-00	COMP

Table 3 - WAN

SITE	
FS1	3C16950
FS2	3C16710
FS4	3C16710
FS5	3C16710
FS6	3C16710
FS7	3C16710
FS8	3C16710
FS9	3C16710
MEDIC 1	3C16710
FACT. PD	3C16710
KELSEY HSE	3C16710
SPRITWOOD PD	3C16710
HIGHLAND	3C16950
BOTANICAL	3C16710
AQUATIC	3C16710
AQUATIC	3C16710
TENNIS CNTR	3C16710
ROBINSWOOD	3C16710
NW CNTR	3C16710
SENIOR CNTR	3C16710
GOLF MNTC	3C16710
EASTGATE YD	3C16710
BLAKEMORE	3C16710
TRAINING CNTR	3C16950
PROBATION	3C16950
NB MEDIC 3	3C16710
ISS MEDIC 14	3C16710
X-ROADS CMTY	3C16950

X-ROADS PD 3C16710
 SPARE 3C16710

Table 4 - Quantity

QTY	DESCRIPTION	Part #
1	Sytem Manager	
1	OC3 NIC	
1	Route Server	
1	CS 1000	
1	SMF module for CS1000	
2	Orange Ridge SM	
8	Orange Ridge MM	
33	3Com SS1000	3C16900A
11	3Com SS1100	3C16950
11	3Com SS3000	3C16942A
39	Fiber uplink for SS1000	3C16920
8	Fiber uplink for SS1100	3C16710
4	ASP 870 Fiber Chassis	
37	100BT UTP to FX converter (for chassis)	
3	100BT to FX converter (stand alone)	
1	10BT to Multimode FX converter (stand alone)	

Table 4 - Vivid IP

DEVICE	NAME	VERSIONS
System Manager		3.0 (VSM113-H0-11)
Route Server		3.0 (VRR113-H0-11)
CS 1000		3.0 (V41143-H0-10)
NIC		
ORANGE RIDGE MM	CHRG12F101	2.1 (V52212-H1-26)
ORANGE RIDGE MM	CHRG12F102	2.1 (V52212-H1-26)
ORANGE RIDGE MM	CHRG12F103	2.1 (V52212-H1-26)
ORANGE RIDGE MM	CHRG12F104	2.1 (V52212-H1-26)
ORANGE RIDGE MM	CHRG12F105	2.1 (V52212-H1-26)
ORANGE RIDGE MM	LEVRG12F001	2.1 (V52212-H1-26)
ORANGE RIDGE MM	LEVRG12F002	2.1 (V52212-H1-26)
ORANGE RIDGE SM	COMRG12F001	2.1 (V52212-H1-26)
ORANGE RIDGE SM	BSCRG12SO02	2.1 (V52212-H1-26)
ORANGE RIDGE MM	SPARE	2.1 (V52212-H1-26)

Table 5 - Port Group Bindings

PG_ID	Port Group Name	BRIDGED					ROUTED							
		BV_DEF	COB_DEF	IPX_BV	LAT_BV	OTHER_BV	BSC_RV	CAD_RV	CC_RV	CH_RV	COMP_RV	KCO_RV	LEV_RV	VIVID_RV
62	Cad_PG							X					X	
53	NT_Comp_PG									X		X		
52	Netware_Comp_PG			X						X				
1	PG_ATM_DEF	X											X	
2	PG_ETHER_DEF	X												
57	User_BSC_PG		X	X	X		X							
59	User_CC_PG			X					X					
50	User_CH_PG		X	X	X	X			X		X			
51	User_Comp_PG		X	X	X					X				
55	User_Lev_PG		X	X	X	X					X	X		
58	VAX_BSC_PG		X		X		X							
60	VAX_CC_PG		X		X				X					
54	VAX_Comp_PG		X	X	X	X				X				
56	VAX_Lev_PG		X		X	X						X		
	VNET ID	20 to 30	54,55,56,58, 59	50,69	51,52	71	64	74	65	67	68	73	66	72

Table 6 - WGS and Ridge

PORT	SPEED / DUPLEX	PORT GROUP	DESCRIPTION	SWITCH NAME
			VIVID Route Server VIVID System Mngr	
1	100/Half	User_CH_PG	2nd FI SuperStack 1000	CHSS124F201
2	100/Half	User_CH_PG	2nd FI SuperStack 1000	CHSS124F202
3	100/Half	User_CH_PG	2nd FI SuperStack 3000	CHSS312F204
4	100/Half	User_CH_PG	2nd FI SuperStack 3000	CHSS312F203
5	100/Half	User_CH_PG	3rd FI SuperStack 1000	CHSS124F301
6	100/Half	User_CH_PG	3rd FI SuperStack 1000	CHSS124F302
7	100/Half	User_CH_PG	4th FI SuperStack 1000	CHSS124F401
8	100/Half	User_CH_PG	4th FI SuperStack 1000	CHSS124F402
9	100/Half	User_CH_PG	4th FI SuperStack 3000	CHSS312F403
10	100/Half	User_CH_PG	5th FI SuperStack 1000	CHSS124F501
11	100/Half	User_CH_PG	5th FI SuperStack 1000	CHSS124F502
12	100/Half	User_CH_PG	5th FI SuperStack 1000	CHSS124F503
1	100/Half	User_CH_PG	5th FI SuperStack 3000	CHSS312F504
2	100/Half	User_CH_PG	Old Ch 1st SuperStack 1000	OCHSS124F101
3	100/Half	User_CH_PG	Old Ch 2nd SuperStack 1000	OCHSS124F201
4	100/Half	User_CH_PG	Old Ch 3rd SuperStack 1000	OCHSS124F301
5	100/Half	User_CH_PG	Old Ch 3rd SuperStack 1000	OCHSS124F302
6	100/Half	User_CH_PG	Annex SuperStack 1000	ANXSS124F101
7	100/Half	User_CH_PG	Annex SuperStack 1000	ANXSS124F102
8	100/Half	User_Comp_PG	Comp Rm SuperStack 1000	CHSS124F101
9	10/Half	User_Comp_PG	PIX FireWall	
10	10/Half	User_Comp_PG	Cisco 2501 (FIRE)	
11	100/Half	User_Comp_PG	Old Ch 1st SuperStack 3000 WAN	OCHSS312F102
12	100/Full	User_Comp_PG	Comp SuperStack 1000	CHSS124F103
1	10/Half	Netware_Comp_PG	NITS File Server	
2	10/Half	Netware_Comp_PG	NESSIE File Server	
3	10/Half	Netware_Comp_PG	NEMS1 File Server	

Technical Inventory – Network Equipment

PORT	SPEED / DUPLEX	PORT GROUP	DESCRIPTION	SWITCH NAME
4	10/Half	Netware_Comp_PG	NEMS2 File Server	
5	10/Half	Netware_Comp_PG	NLEGAL File Server	
6	100/Full	Netware_Comp_PG	NPS1 File Server	
7	10/Half			
8	100/Half	NT_Comp_PG	NTCOB3	
9	100/Half	NT_Comp_PG	WNTIWEB	
10	100/Full	NT_Comp_PG	WNTIME1 (NT_APPS) NT Server	
11	100/Full	NT_Comp_PG		
12	10/Half	VAX_Comp_PG	Forbes	
1	10/Half	VAX_Comp_PG	VAX3	
2	10/Half	VAX_Comp_PG	VAX4	
3	10/Half	VAX_Comp_PG	VAX5	
4	10/Half	VAX_Comp_PG	VAXP Micro Vax	
5	100/Half	NT_Comp_PG	WNTPITS	
6	100/Half	NT_Comp_PG	WNTTIME	
7	100/Half	NT_Comp_PG	WNTSMS	
8	100/Half	VAX_Comp_PG	Comp Rm SuperStack 3000	CHSS312F102
9	100/Full	NT_Comp_PG	WNTMAIL1	
10	10/Half			
11	100/Full	NT_Comp_PG	WNTMMIS	
12	100/Full	NT_Comp_PG	WNTBAK1	
1	100/Half	User_Lev_PG	1st FI SuperStack 1000	LEVSS124F101
2	100/Half	User_Lev_PG	1st FI SuperStack 1000	LEVSS124F102
3	100/Half	User_Lev_PG	1st FI SuperStack 1000	LEVSS124F103
4	100/Half	User_Lev_PG	2nd FI SuperStack 1000	LEVSS124F201
5	100/Half	User_Lev_PG	2nd FI SuperStack 1000	LEVSS124F202
6	100/Half	User_Lev_PG	2nd FI SuperStack 1000	LEVSS124F203
7	100/Half	User_Lev_PG	3rd FI SuperStack 1000	LEVSS124F301
8	100/Half	User_Lev_PG	3rd FI SuperStack 1000	LEVSS124F302
9	100/Half	User_Lev_PG	3rd FI SuperStack 1000	LEVSS124F303
10	100/Half	User_Lev_PG	3rd FI SuperStack 3000	LEVSS312F304

Technical Inventory – Network Equipment

PORT	SPEED / DUPLEX	PORT GROUP	DESCRIPTION	SWITCH NAME
11	100/Half	User_Lev_PG	4th FI SuperStack 1000	LEVSS124F401
12	100/Half	User_Lev_PG	4th FI SuperStack 1000	LEVSS124F402
1	100/Half	User_Lev_PG	4th FI SuperStack 3000	LEVSS312F403
2	100/Half	User_Lev_PG	4th FI SuperStack 1000	LEVSS312F404
3	100/Half	User_Lev_PG	5th FI SuperStack 1000	LEVSS124F501
4	10/Half	VAX_Lev_PG	DECHub 90 Terminal SRV	
5	10/Half	VAX_Lev_PG	MINNIE Micro Vax	
6	100/Half	User_Lev_PG	2nd FI SuperStack 1100	LEVSS124F204
7	100/Half	User_Lev_PG	4th FI SuperStack 1100	LEVSS124F405
8	100/Half			
9				
10				
11				
12				
1	100/Full	NT_Comp_PG	WNTMMIS2	
2	100/Full	NT_Comp_PG	WNTCOB4	
3	100/Full	NT_Comp_PG	WNTCOB2	
4	100/Full	NT_Comp_PG	WNTCOB14	
5	100/Full	NT_Comp_PG	WNTCOB15	
6	100/Half	NT_Comp_PG	WNTDS	
7	100/Half	NT_Comp_PG	WNTtest SQL	
8	100/Half	NT_Comp_PG	WNTGIS	
9	100/Full	NT_Comp_PG	COB5	
10	100/Half	NT_Comp_PG	COB8	
11	100/Full	NT_Comp_PG	COB7	
12	100/Half			
1	100/Full	NT_Comp_PG	COB1	
2	100/Half	NT_Comp_PG	WNTORAT1	
3	100/Full	NT_Comp_PG	COB6	
4	100/Full	NT_Comp_PG	COB10	
5	100/Full	NT_Comp_PG	WNTBACK	

Technical Inventory – Network Equipment

PORT	SPEED / DUPLEX	PORT GROUP	DESCRIPTION	SWITCH NAME
6	100/Half	NT_Comp_PG	COB9	
7	100/Full	NT_Comp_PG	WNTBACK	
8	100/Full	NT_Comp_PG	COB12	
9	100/Full	NT_Comp_PG	COB16	
10	100/Full	NT_Comp_PG		
11	100/Full			
12	10/Half	CAD_PG	DIGI 2 PORT	
1	100/Half	User_CC_PG	Com Cntr SuperStack 3000	COMSS312F001
2	100/Half	User_CC_PG	Parks SuperStack 1000	PKRMSS124WE01
3	10/Half	VAX_CC_PG	Xyplex 1 Terminal SRV	
4	10/Half	VAX_CC_PG	Xyplex 2 Terminal SRV	
5	10/Half	VAX_CC_PG	Xyplex 3 Terminal SRV	
6	10/Half	VAX_CC_PG	Xyplex 5 Terminal SRV	
7	10/Half	VAX_CC_PG	SFIRE Vax WS	
8	10/Half	VAX_CC_PG	NWVAXC Micro Vax	
9	10/Half	User_CC_PG	Cabletron Hub	
10	100/Full	CAD_PG	SuperStack 3300	COMSS324F002
11	100/Half	CAD_PG	SuperStack 3300	COMSS324F003
12	NEG	CAD_PG		
1	100/Half	User_BSC_PG	South SuperStack 1000	BSCSS124SO01
2	100/Half	User_BSC_PG	South SuperStack 1000	BSCSS124SO02
3	100/Half	User_BSC_PG	South SuperStack 1000	BSCSS124SO03
4	100/Half	User_BSC_PG	North SuperStack 1000	BSCSS124NO01
5	100/Half	User_BSC_PG	North SuperStack 1100	BSCSS312NO02
6	10/Half	VAX_BSC_PG	DECServer 54	
7	100/Half	User_BSC_PG	North East SuperStack 1000	BSCSS124NE01
8	100/Half	User_BSC_PG	South SuperStack 1100	BSCSS124SO04
9	100/Half	User_BSC_PG	North SuperStack 3000	BSCSS312NO02
10				
11				
12				

Table 5 - 3COM LAN

SWITCH NAME	DATE	VENDOR
CHSS124F101	Mar-98	NWB
CHSS312F102	Mar-98	NWB
CHSS124F103	Aug-98	GRB
CHSS124F201	Mar-98	NWB
CHSS124F202	Mar-98	NWB
CHSS312F204	Mar-98	NWB
CHSS312F203	Mar-98	NWB
CHSS124F301	Mar-98	NWB
CHSS124F302	Mar-98	NWB
CHSS124F401	Mar-98	NWB
CHSS124F402	Mar-98	NWB
CHSS124F403	Aug-98	GRB
CHSS124F501	Mar-98	NWB
CHSS124F502	Mar-98	NWB
CHSS124F503	Mar-98	NWB
CHSS312F504	Mar-98	NWB
CHSS124F505	Aug-98	GRB
OCHSS124F101	Mar-98	NWB
OCHSS312F102	Mar-98	NWB
OCHSS124F201	Mar-98	NWB
OCHSS124F202	Aug-98	GRB
OCHSS124F301	Mar-98	NWB
OCHSS124F302	Mar-98	NWB
ANXSS124F101	Mar-98	NWB
ANXSS124F102	Mar-98	NWB
ANXSS124F103	Dec-98	GRB
LEVSS124F101	Mar-98	NWB
LEVSS124F102	Mar-98	NWB
LEVSS124F103	Mar-98	NWB

SWITCH NAME	DATE	VENDOR
LEVSS124F201	Mar-98	NWB
LEVSS124F202	Mar-98	NWB
LEVSS124F204	Apr-98	GRB
LEVSS124F203	Mar-98	NWB
LEVSS124F301	Mar-98	NWB
LEVSS124F302	Mar-98	NWB
LEVSS124F303	Mar-98	NWB
LEVSS312F304	Mar-98	NWB
LEVSS124F401	Mar-98	NWB
LEVSS124F402	Mar-98	NWB
LEVSS312F403	Mar-98	NWB
LEVSS312F404	Mar-98	NWB
LEVSS124F405	Aug-98	GRB
LEVSS124F501	Mar-98	NWB
BSCSS124SO0 1	Mar-98	NWB
BSCSS124SO0 2	Mar-98	NWB
BSCSS124SO0 3	Mar-98	NWB
BSCSS124SO0 4	Jul-98	GRB
BSCSS124NO0 1	Mar-98	NWB
BSCSS312NO0 2	Mar-98	NWB
BSCSS124NE01	Jun-98	GRB
COMSS312F00 1	Mar-98	NWB
COMSS324F00 2		

SWITCH NAME	DATE	VENDOR
COMSS324F00 3		
PKRMSS124WE 01	Mar-98	NWB
TRAIN FLR.	4TH	Apr-98 GRB
SPARE 1100	Aug-98	GRB
SPARE 3000	Mar-98	NWB
CHSSRAS101		COMP

Table 6 - Spares

DEVICE	Part #	VENDOR	NOTES
SS1100 FX Module	3C16970	GRB	
SS1000 FX Module	3C16920	GRB	
SS1000 FX Module	3C16920	GRB	
Orange Ridge	90-2931-01	NWB	
Fiber Converter Chasis	90-3787-01	NWB	
SS3000 12 Port Switch	3C16942A	NWB	
SS1100 24 Port Switch	3C16950	GRB	
SS1100 24 Port Switch	3C16950	GRB	
10BT Transceiver	AT-MX20T-05	GRB	
10BT Transceiver	AT-MX20T-05	GRB	
10BT Transceiver	AT-MX20T-05	GRB	
10BT Transceiver	AT-MX20T-05	GRB	In service Annex
10BT Transceiver	AT-MX20T-05	GRB	In service NNVAXC
10BT Transceiver (fiber)	AT-MX26F-05	GRB	
Fiber Converter	ASP870-100MC	NWB	
Fiber Converter	ASP870-100MC	NWB	
Fiber Converter	ASP870-100MC	NWB	
Fiber Converter	ASP870-100MC	NWB	
Fiber Converter	ASP870-100MC	NWB	
10BT to FX (st)	TWISTER	NWB	
100Base FX Convert Allied	AT-MC102	GRB	In service BSC
900TM	DETMM-M		
900TM	DETMM-M		
90T-16	DETML-M		
90T-16	DETML-M		
BRIDGE 90	DEWGB-M		
BRIDGE 90	DEWGB-M		
BRIDGE 90	DEWGB-M		

DEVICE	Part #	VENDOR	NOTES
HUB 1	DEHUA-NB		
HUB 1	DEHUA-NB		
HUB 90	DEHUB-AX		
HUB 90	DEHUB-BA		
MULTI-STACK PWR			
MULTI-STACK PWR			

