



Cherokee County Board of Commissioners
Purchasing Department
1130 Bluffs Parkway, Canton, GA 30114
Phone: (678) 493-6000
Fax: (678) 493-6035

REQUEST FOR PROPOSALS

RFB 2017-129 Multi-Factor Authorization Solution

THE PROJECT: The Cherokee County Board of Commissioners Purchasing Department (County) is requesting competitive sealed Bids or Proposals in support for a Multi-Factor Authentication Solution as described herein.

There will be will not be a mandatory meeting to review the requirements.

The term of Agreement(s) resulting from this solicitation can be found in the Statement of Work.

All times in the solicitation are local times to Cherokee County Board of Commissioners, 1130 Bluffs Parkway, Canton, Georgia 30114.

The County reserves the right to reject any or all bids/proposals, to waive technicalities and to make a selection and final award as deemed to be in the best interest of the County, including using any form of contract it deems most advantageous to the County. The County further reserves the right to reject the bid of any vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or who upon investigation shows is not in a position to perform the contract. Incorporated herein by this reference are Cherokee County's Standard Solicitation Terms and Condition.

SCHEDULE:

| | |
|-----------------------------------|------------------------------|
| Issued | 07/05/2017 |
| Site Visit/Pre-Bid Meeting | N/A |
| Questions Due | 07/14/2016 |
| Answers Due | 07/18/2016 |
| Bids/Proposals Due | 07/21/2016 at 10:00AM |
| Anticipated Award Date | 08/01/2017 |

THE EXPECTED PERIOD OF PERFORMANCE IS:

The base period of performance is broken down into two areas; Physical Delivery of Product(s) and Service Delivery. This is a function of the Statement of Work (SOW) and/or specification and reflects if there is physical item or items to be delivered and / or delivery of services. An X in the box corresponding to item 1 below, Physical Delivery indicates a physical item or items are to be delivered and an X in the 2. Delivery of Services indicates that Services are to be performed. Either or both may apply to the work contemplated by this solicitation.

Additionally, should there be and X in the box corresponding item 3. Option Grant, then the County requests the right to extend the period of performance beyond the Base Rate as specified.

1. NO PHYSICAL ITEMS PHYSICAL DELIVERY REQUIRED:

For Physical Delivery solicitations, the period of performance for an award shall begin with either the placement of Purchase Order or the date indicated on the Agreement. All items to be delivered are to be FOB Cherokee County at the address indicated in the solicitation. Performance shall be complete upon final acceptance by the County. Time is of the essence for the delivery of each item specified. Warranty requested as below:

Warranty Term Requested: _____

2. NO SERVICES REQUIRED PERFORMANCE OF SERVICES:

For Performance of Services solicitations, the period of performance shall begin with the placement of either a Purchase Order or the date of the Agreement unless the Agreement, the SOW or the Solicitation Terms indicate that performance shall begin upon the issuance of an Authorization to Proceed (ATP), in which case the ATP would represent the beginning of performance. Term of services requested are as below:

Services Term:

One Year

Two Years

Three Years

Other: One (1) year with two (2) one (1) year options. Maximum contract period of three years

3. OPTION GRANT:

This solicitation contains requested options; please see pricing sheet for details.

SUBMITTAL INSTRUCTIONS: Interested Bidders/Proposers should carefully review the requirements defined herein and provide complete and accurate submissions that should include the following items (if indicated by an X in the box:

- Information and Addenda Acknowledgement Form (Appendix A),
- Non-Influence and Non-Collusion Affidavit (Appendix B),
- E-Verify Affidavit (Appendix C),
- References* (Appendix D),
- Acceptance of County' Standard Agreement**, as below: (Appendix E),
 - Professional Services Agreement
 - Construction Services Agreement
 - Other: _____
- Suspension, Debarment and Litigation Affidavit (Appendix F),
- Contractor's License Certification (Appendix G)
- Bonds Requirements if the price bid > \$100K
 - Ability to Provide Performance, Labor & Matl. Payment Bond (Appendix H)
 - Bid Bond (See Appendix I)
- Evidence of/ability to provide Insurance at the limits identified herein,***
- Certifications, Licenses or Registrations as required by law and/or as requested.
- Pricing on the Pricing Form provided (Bid Form)
- Contractor's Qualifications Statement (Appendix J)
- Added Terms to Construction Service Agreement (Attachment)
- Substitutions Proposed: See Instructions Standard Solicitation Terms****, Item 9
- _____
- _____

Notes:

*The County reserves the right to contact not only those references provided, but may also use previous performance for the County, other contacts it identifies and other sources of information believed to be viable to evaluate capability, viability and performance.

**If Acceptance of County's Standard Agreement is checked, all work/items defined herein are to be quoted according to these requirements. Copies of these agreements can be located at the County's Procurement web page.

***Insurance levels requested are those identified in the County's Standard Agreement, section "I."

****Standard Solicitation Terms Refer to Cherokee County Standard Solicitation Terms and Conditions

EVALUATION CRITERIA:

Bids/Proposals that contain options or additive work above and beyond the base bid will be evaluated financially according to the criteria described in the solicitation. However, should the use of options or additive work proposed exceed the County budget, the County retains its rights to address such situations as described in its Standard Terms For Bid and Proposal Solicitation as well as the right to award based on the base bid only or the base bid plus quoted additive work that is within its budget.

Bids determined to be Responsive and Responsible will be ranked based Bid Form Criteria.

OR

Proposals determined to be Responsive and Responsible will be evaluated on the following criteria:

| | |
|------|------------------|
| 50 % | Price |
| 20 % | Technical Merits |
| 20 % | Support |
| 10 % | Implementation |
| 100% | TOTAL |

HOW AND WHERE TO SUBMIT BIDS AND PROPOSALS:

The County has two methods for receiving bids and proposals that are mutually exclusive; either electronically or by physical receipt. The box with the “X” below indicates how and where bids or proposals are to be submitted. The County will NOT accept proposals by fax, or e-mail unless authorized, in writing, by the Procurement Director. The solicitation submission deadline will be strictly enforced; no late bids/proposals will be accepted for any reason, please plan accordingly.

A. Electronic Submissions Only:

Bids and Proposals are to be submitted electronically ONLY to the County’s designated Web site or location. Physical copies are not to be submitted unless approved in advance by the Purchasing Director.

Proposals and all requested documentation to be provided electronically should in the Adobe Portable Document Format (PDF) unless otherwise indicated in these solicitation instructions. Documents provided in response to this solicitation are to be named according to the following naming convention:

- a. [Solicitation Number]_[Vendor Name]_[Document Type]
Example: “2017-111_ABC Company_Proposal”

QUESTIONS/ADDENDA: Only written inquiries will be permitted during the solicitation period. Questions are to be submitted via email to the Purchasing Agent for this solicitation at: rmlblack@cherokeega.com no later than the date and time indicated in the Schedule, as may be amended. Answers will be posted via formal Addendum and only released as part of the solicitation documents on the County’s designated website. All interested parties are instructed to monitor the County’s website on a regular basis throughout the solicitation period. The final date for posting of Addenda is per the Schedule, as may be amended.

STATEMENT OF WORK AND/OR SPECIFICATION:

1) PURPOSE AND SCOPE

Cherokee County is issuing this RFP for Vendors who have the expertise, security and technology to provide a token based security solution in accordance with this RFP document in support of its prime contract with the Cherokee County (“County”). Cherokee County seeks comprehensive proposals from the respondents of this RFP (“Vendors”) that demonstrate the Vendor’s capability to satisfy the County’s complete requirements and deliver a secure and compliant solution comprised of technology, implementation and support services. This RFP provides information on the requirements necessary for a Vendor submitting a proposal. The intent of this RFP is to develop a contract with one Vendor who can provide a solution that will enhance the Cherokee County two-factor authentication initiatives. This is a Request for Proposal that may be modified by the County in the selection process.

Interested parties should carefully review this RFP, including all requirements, terms, conditions, performance standards, and financial requirements to ensure the most responsive proposals. Issuance of this RFP does not obligate Cherokee County to contract, in whole or in part, for services specified herein. The County reserves the right to cancel this solicitation, in whole or in part, or to reject in whole or in part, any and all proposals.

2) INVITATION TO SUBMIT PROPOSAL ON RFP

Cherokee County seeks a multifactor authentication (MFA) solution to enhance the security of critical county information systems and services. The solution must support a variety of authentication. The solution should support a wide variety of user devices such as smartphones and hardware tokens, as well as APIs that allow for the implementation of custom features and integrations. Cherokee County prefers a cloud-based solution but will consider hybrid and on-prem solutions. In their response, vendors must describe the system architecture of their proposed solutions.

3) SCOPE OF SERVICES REQUIRED

a) Technical Requirements

- a. Out-of-the-box integration with the following:
 - i. Central Authentication Service (CAS)
 - ii. . Microsoft Active Directory
 - iii. Cisco VPN, NetMotion
- b. Must support the following second factor authentication methods:
 - i. Mobile app supporting the generation of one-time passcodes and push approval on the following mobile platforms: iOS, Android, Windows Mobile
 - ii. Passcodes delivered via SMS
 - iv. Universal 2nd Factor (U2F) devices v. OATH Compliant Hardware Tokens 3
 - vi. Bypass code functionality to provide alternative second factor should all other authentication methods be unavailable
- c. Group policies to control which user accounts are allowed to use which second factor authentication methods
- d. Support for a trusted device model to reduce the need for secondary authentication when multiple logins occur within a specified period of time from the same device
- e. Ability to specify trusted networks to eliminate the need for secondary authentication when access originates from a trusted network

- f. Ability to collect and display “health statistics” - e.g. out-of-date operating systems, browsers, plugins, etc. - of devices and computer workstations participating in the MFA.
 - g. APIs to provide the following functionality:
 - i. Custom generation of bypass codes
 - ii. Creation, deletion, and management of user accounts and group memberships
 - iii. Querying of security logs for custom reporting
 - h. System administration interface providing the following capabilities:
 - i. Manage user accounts, group memberships, and device assignments
 - ii. Disable/enable user accounts
 - iii. Generate two-factor bypass codes
 - iv. Define administrative user roles and restrictions, e.g. helpdesk role
- b) On-prem Hardware Requirements
- a. Vendor must delineate any on-prem hardware server requirements for their MFA system
- c) Maintenance and Support
- a. Vendor must provide 24x7x365 access to technical support via email and telephone.
 - b. Vendor must describe different categories of support, e.g. low/medium/high/emergency, and the associated response time for each.
 - c. Vendor must describe the process for and frequency of system upgrades.
- d) Initial Device requirement – 250 Device

Software / Technical Requirements/ Support Functionality Requirements

| | Description of Requirement | Comply Y or N | Explanation |
|---|---|---------------|-------------|
| 1 | Out-of-the-box integration with the following: <ul style="list-style-type: none"> i. Central Authentication Service (CAS) ii. Microsoft Active Directory vi. Cisco VPN, NetMotion | | |
| 2 | Must support the following second factor authentication methods: <ul style="list-style-type: none"> i. Mobile apps ii. Passcodes delivered via SMS iii. Universal 2nd Factor (U2F) devices iv. OATH Compliant Hardware Tokens v. Bypass code functionality to provide alternative second factor should all other authentication methods be unavailable | | |
| 3 | Group policies to control which user accounts are allowed to use which second factor authentication methods | | |

| | | | |
|----|---|--|--|
| 4 | Support for a trusted device model to reduce the need for secondary authentication when multiple logins occur within a specified period of time from the same device, optional telephone callback authentication | | |
| 5 | Ability to specify trusted networks to eliminate the need for secondary authentication when access originates from a trusted network | | |
| 6 | Ability to collect and display “health statistics” - e.g. out-of-date operating systems, browsers, plugins, etc. - of devices and computer workstations participating in the MFA. | | |
| 7 | APIs to provide the following functionality: i. Custom generation of bypass codes ii. Creation, deletion, and management of user accounts and group memberships iii. Querying of security logs for custom reporting | | |
| 8 | System administration interface providing the following capabilities: i. Manage user accounts, group memberships, and device assignments ii. Disable/enable user accounts iii. Generate two-factor bypass codes iv. Define administrative user roles and restrictions, e.g. helpdesk role | | |
| 9 | Initial token requirement – 250 devices. Detail addition quantity tiers and/or price structures. | | |
| 10 | Mature and intuitive Management Console that includes: 1. Security and Compliance Reporting with a mechanism for report delivery and error notification. 2. Device inventory management and reporting features. 3. Device deployment mechanisms to enhance deployment efficiency. | | |

Software / Technical Requirements/ Support Functionality Questions

| | Description of Requirement | Explanation |
|--|---|-------------|
| | Does your solution meet CJIS , HIPPA, and NIST Standards? | |

| | | |
|--|--|--|
| | Is your solution scalable? | |
| | Does your solution allow for integration with custom built applications through SDKs or APIs? | |
| | Does your application support Windows, systems? Which versions? | |
| | Does your application support AD and LDAP for authentication? | |
| | Detail all hardware and software components provided with the proposed solution. | |
| | Describe the products version release and upgrade schedule | |
| | Describe the Support Service contact options available to the Cherokee County. (i.e. dedicated contact, service desk queue, SLAs, etc.) Provide SLA | |
| | Describe your capability to integrate with the following RDP (remote desktop) or Active Directory. | |
| | How is system documentation provided (e.g. digital, hardcopy, help integrated)? | |
| | Can you describe the solutions reporting capabilities of your proposed solution? | |
| | <p>Mature and intuitive Management Console that includes:</p> <ol style="list-style-type: none"> 1. Security and Compliance Reporting with a mechanism for report delivery and error notification. 2. Device inventory management and reporting features. 3. Device deployment mechanisms to enhance deployment efficiency. | |

END OF STATEMENT OF WORK/SPECIFICATION

CONTRACT EXPECTATIONS

1. Full and Complete Implementation of Solution- All Devices and Users successfully enrolled and verified
2. Training - Vendor will hold initial training for selected Cherokee County staff.
3. Testing - Vendor will provide a implementation and test plan that must be reviewed and approved by Cherokee County Information Services before any work can begin.
4. Acceptance - Initial training has successfully been successfully completed and a method for continuing training has been determined
5. Acceptance - Initial testing has completed successfully and all issues and questions have been addressed
6. A service review will be scheduled within 60-90 days after services implementation to discuss any Cherokee County issues or recommendations proposed by the chosen Vendor

MINIMAL SUBMISSION PACKET

1. Product and Warranty Information
2. Answers to Statement of Work related to your product
3. Pricing for Product, Installation and Warranty and Replacement Products
4. County Forms