

**ROCK RIVER WATER RECLAMATION DISTRICT**  
**ADDENDUM NO. 1**  
**REQUEST for PROPOSALS #20-215**  
**NETWORK MANAGED SERVICES**

**September 17, 2020**

**AD1-1 Notice**

This Addendum No. 1, dated September 17, 2020, to the Request for Proposals: Network Managed Services, supersedes all contrary and conflicting information in the above-mentioned instructions, specifications, and contract documents which are hereby supplemented or revised in certain particulars as follows:

**AD1-2 General Information**

The District submits Addendum #1 to answer questions, and provide clarification.

**AD1-3 Instructions**

Please see the answers to questions from vendors below, and the following attachments: server list, networking equipment list, network diagram, and the revised proposal form. A copy of this addendum initialed at the bottom shall be included in the proposal as acknowledgment of receipt.

**Network Managed Services Vendor Questions**

1. Roughly how many end users and network devices (switches and firewalls) would be in-scope for these services?

**Approximately 110 end users. We have 21 managed network switches. Core network switches also function as routers. Before this contract begins, there will be four (4) firewalls on the network.**

2. How many firewalls do you currently have? If possible, are you able to share the brand, make and serial number for each device?

**Two (2) Sophos Model: SG230 and two (2) Sophos Model: XG230**

3. To estimate penetration testing, we need a scope. How many IP's internal/external, and frequency of testing?

**Approximately 725 internal and 13 external IP addresses.**

4. Will you consider replacement of all firewall devices NGFW devices to support Firewall Monitoring and Security?

**There are no current plans to replace the District firewalls. The two (2) Sophos Model XG230s are new. We are just finishing deployment of them.**

5. What is the length of term for the opportunity once awarded? Will this be a 12 months, 24, 36? Or negotiated with the chosen vendor?

**The Contractor shall provide the Network Managed Services for a period of two (2) years. If the District and the successful proposer agree in writing, the contract shall have three (3), one-year options to renew (Section VII, Contract, 1. Scope).**

6. How many users will this RFP support?

**Approximately 110 users.**

7. Regarding SCADA support, can there be an FTE Supplied by the vendor or is this more remote/virtual/cloud support? Do you currently have a solution in place for SCADA operations?

**The scope of support for the SCADA network is limited to the network equipment that serves the plant area and SCADA controllers. The actual SCADA controllers are managed by the District. Vendors shall choose their method of support for their proposals.**

8. What is the End Point Count and Type

**125 virtual desktops accessed through Windows thin clients or 10ZiGs. 20-25 Dell physical workstations. 25-35 Dell laptops and Surface Pros.**

9. What needs to be replaced within the organization: Equipment type and count?

**The District has identified existing HP edge switches as ready for replacement. These switches are listed in the Switch & Network Documentation.**

10. What are we pen testing? Internal/External IP's?

**The proposal form lists projects that are not included in on-site support services. There is an External Penetration Test project and one for an Internet Penetration Test from the Administrative Network to the SCADA Network. See responses to questions 13 and 14 for quantities of IP addresses.**

11. Number of users?

**Approximately 110 users.**

12. Number of physical locations?

**There are 15 different buildings with network switches in them.**

13. Number of internal IP addresses?

**Approximately 725**

14. Number of external IP addresses?

**13**

15. Please provide an exact count of Servers, including physical or virtual, and the OS on those servers.

**See Attached *Server List.xlsx*.**

16. Please provide an exact count of network equipment: switches, routers, firewalls, and access points. Make and model would be appreciated.

**See Attached *Switch & Network Documentation.docx*.**

17. How do you currently support your network:

Do you have an in-house IT person?

**The staff member who managed the network will be retired by the time this contract takes effect.**

Do you currently outsource?

**We do not currently outsource network management.**

18. What Line of business apps do you use? Are there any additional critical applications you rely on?

**Microsoft Office, AssetWorks, AutoCAD, ESRI (GIS), CUES GraniteNet (inspections), Infor, Horizon Laboratory Information Management System (LIMS), and STREAMS (custom application for utility billing, permitting and other District functions).**

19. Is your email through 0365 or another service?

**Exchange Online**

20. Onsite intervention managed by...

**This contract will be administered by the Manager of Internal Services or a designee.**

21. Monitoring system – provide server to monitoring system

**If equipment is needed, please include in proposal.**

22. Elaborate on what is expected in proposal for alternate.

**See revised proposal form for a Table to enter the Alternate Cost information. Refer to Section 3.4.C – Firewall Monitoring and Security – Alternate for scope of services.**

23. Monitoring of fiber?

**The RFP contains no specific requirements for monitoring or maintaining fiber structured cabling, just the networking equipment. Maintenance of structured cabling is handled by a separate vendor or vendors.**

**CLARIFICATION ON # SECTION 5 (REQUEST FOR FINANCIAL INFORMATION)**

*The District has amended this request as follows:*

Section 5 – Financial Litigation Information

1. Include an audited financial statement for the most current quarter and last year-end including Balance Sheet, Income Statement, and Statement of Cash Flows for your company.

**This is not required.**

2. Include a description of any litigation in which Proposer is currently involved.

Indicate any potential conflict of interest with vendors that could affect RRWRD's interests and plans for avoiding the conflict.

**See note\***

Place this information in a separate, single sealed envelope, labeled Section 5 (with your company name) in the original proposal copy. This information will be used to determine overall financial strength and maintained as confidential by RRWRD, to the extent permitted by law. **This is not required.**

**Note: The District requests financial information to ensure that a respondent is financially stable and will be in business for the duration of the agreement. While this language is conducive for our operational RFP's we recognize that web developers do not operate in this arena. Therefore, we simply ask that you provide a notarized statement that identifies you are financially stable. We do**

**request that you identify any litigation or conflicts of interest that should be considered. If you are free of either issue, simply include this statement in your notarized letter.**

\_\_\_\_\_Proposer's Initials

Node	IP Address	Description/Node	Node	IP Address	Description/Node
		NetWare 6.5 OES			Red Hat Enterprise Linux 6
		Volumes			Netmail Indexer
		Service			Windows 2012R2 (64)
		Service			Netmail Master 0365
		Windows 2003			Windows 2012R2 (64)
		Services			Netmail Master Groupwise
		Services			Windows 2012R2 (64)
		Windows 2003			Netmail Search
		Avaya BCMS			Windows 2016
		ESX Host 1			Horizon LIMS Reporting/Actuate
		ESX Host 2			Windows 2016
		ESX Host 3			Horizon LIMS Application Server
					Windows 2016
		VDI ESX 6 Host			Horizon LIMS Web Server
		VDI ESX 6 Host			Windows 2019 Standard
		VDI ESX 6 Host			Print Server 1
					Windows 2019 Standard
					Print Server 2
					Suse Linux Enterprise 11 (64)
					vRealize Operations
		PCS ESX 6 Host			Windows 7 (VM)
		PCS ESX 6 Host			Smart Mailer, Printing, Avaya Site Administrator
		PCS ESX 6 Host			
					IBM z13 VLAN
					First Level Hypervisor
					HMC
		Windows 2016			TCPIP00/LINKO404 TN3270 – VSEA
		SQL Server 2016 / Milestone 2018 R3			TCPIP01/LINKO414 FTPSERVR – VSEA
		NetWare 6.5 OES			TCPIP00/LINKO404 TN3270 – VSEB
		Volumes			TCPIP01/LINKO414 FTPSERVR – VSEB
		Services			Second Level Hypervisor
		Windows 2008R2 SP1 (64)			zVM
		Lieca Spider/CORS - DNAT			First Level Hypervisor
		Windows 2003 SP2			Velocity
		HP ProCurve Manager Plus			SUSE Linux Enterprise 11 SP4
		RPS – SQL Server Express 2005			Linux Installation/Maintenance
		NetWare 6.5 OES			SUSE Linux Enterprise 11 SP4
		Volumes			Central Log Server
					SUSE Linux Enterprise 11 SP4
		SLES 12 SP2			Central Terminal Server
		Apache - www.rwrddst.il.us			SUSE Linux Enterprise 12 SP2
		CentOS 5.9			Rocket Software LegaSuite - PROD
		Avaya - SAL_Gateway_2.0.0.6			SUSE Linux Enterprise 11 SP4
		Windows 2012R2 (64)			Oracle/Infor
		ArcGIS License Server			SUSE Linux Enterprise 12 SP3
		Windows 2008R2 SP1 (64)			Oracle/GIS
		Avaya - ECAS			SUSE Linux Enterprise 11 SP4
		Windows 2019 Standard (64)			z/VSE V6 Server
		Sophos SafeGuard Management			
		Linux (64)			
		Extreme VX9000 Wireless Controller Pri.			
		Windows 2012R2 (64)			SUSE Linux Enterprise 11 SP4
		C: OS			Oracle Server Hanprod (V7000)
		D: Temp Data			SUSE Linux Enterprise 11 SP4
		E: Temp Media			Oracle Server Hantest (V7000)
		F: Misc Storage			SUSE Linux Enterprise 11 SP4
		G: Sql Database			VTAPE
		H: Media Storage			SUSE Linux Enterprise 11 SP4
		Windows 2008R2 SP1 (64)			Oracle/Cues GraniteNet
		IIS Server - ArcIMS			SUSE Linux Enterprise 11 SP4
		Windows 2012R2 (64)			Rocket Software LegaSuite - TEST
		Hansen/Infor/IIS – TEST			SUSE Linux Enterprise 11 SP4
		OES Netware 11 (64)			Oracle Server - Granite Net New
		GroupWise 2012 POA - MAINPOST			SUSE Linux Enterprise 12 SP3
		SUSE Linux Enterprise 11 (64)			Oracle Backup Server
		Service 10.104.0.17:25			SUSE Linux Enterprise 11 SP4
		10.104.0.17:9850			Oracle Server
		Windows 2016			SUSE Linux Enterprise 12 SP3
		SQK Server 2016 / Maxxess			Oracle Server
		Linux (64)			SUSE Linux Enterprise 12 SP2
		vCenter 6.5 Appliance			Second Level Hypervisor/Level2VM
		Red Hat Linux 5 (32)			
		AES/Avaya/TSG			
		Windows 2008R2 SP1 (64)			
		Milestone IP Camera Server			
		Volume			
		CentOS Linux (64 bit)			
		Avaya WebLM			
		Windows 2012R2 Standard (64)			
		Autodesk - License Manager			
		Windows 2008R2 SP1 (64)			
		Sophos Enterprise Console			
		Windows 2008R2 SP1 (64)			
		Attendance Enterprise			
		Windows 2012R2 (64)			
		Test Identity Mgr Server			
		Windows 2008R2 SP1 (64)			
		Automatic Email Printing			
		Windows 2008R2 SP1 (64)			
		VDI POC – Active Directory PDC			
		Extmrn VX9000 Wireless Controller Second			
		Windows 2012R2 (64)			
		Azure Active Directory Connection Server			
		Novell OES 2015/SUSE 11 (64)			
		Test OES Server			
		Windows 2012R2 (64)			
		Hansen/Infor/IIS			
		Windows 2019 Standard (64)			
		File Server			
		Windows 2008R2 SP1 (64)			
		Fundware/Blackbaud/RDS			
		Windows 2012R2 (64)			
		Cues GraniteNet			
		Windows 2012R2 (64)			
		VDI vCenter			
		Windows 2012R2 (64)			
		VDI View Connection Server			
		Windows 2012R2 (64)			
		VDI View Connection Server – Redundant			
		Windows 2012R2 (64)			
		VDI AD Domain Controller – Redundant			
		Windows 2012R2 (64)			
		VDI – Security Server			
		CentOS Linux (32 bit)			
		VDI Unidesk Management Appliance			
		CentOS Linux (32 bit)			
		VDI Unidesk Master CachePoint Appliance			
		CentOS Linux (32 bit)			
		VDI Unidesk Secondary CachePoint Appliance			
		Windows 2012R2 (64)	Astaro REDS1		RED_PCS_VLAN
		PSC (Platform Services Controller)	Astaro REDS2		RED_N_Facility
		Windows 2012R2 (64)	Astaro REDS3		RED_WinnebagoGate
		vCenter Primary	Astaro REDS4		RED_AirportGate
		Windows 2012R2 (64)	Astaro REDS5		Fuller Creek
		vCenter Secondary (Future)			
		Windows 2012R2 (64)			
		Virtual SCADA1			
		Windows 2012R2 (64)			
		Virtual SCADA2			
		Windows 2012R2 (64)			
		Virtual Win911			
		Windows 2012R2 (64)			
		Virtual Historian			
		Windows 2012R2 (64)			
		WebSpace			
		Windows 7			
		PCS License Server			
		Windows 7 SP1			
		Sytech XLReporter			
			</		

# Rock River Water Reclamation District

## Switch & Network Documentation

Note: **Highlighted** equipment is targeted for replacement. See the project item in the Proposal Form for *Replace obsolete equipment with current models.*

### Core switch 1

Aruba 5406R  
J9990A  
J9990A  
J9990A  
J9990A  
J9986A  
J9995A

### Core switch 2

Aruba 5406R  
J9990A  
J9990A  
J9990A  
J9990A  
J9986A  
J9995A

### Admin 1

Aruba 5406R  
J9990A  
J9986A  
J9986A  
J9986A  
J9986A  
J9986A

### Admin 2

Aruba 5406R  
J9990A  
J9986A  
J9986A  
J9986A  
J9986A  
J9986A

### Aeration

J9624A – 2620-PWR

### Digester Control

J8762A - 2600-PWR

### Dewatering

J8165A - 2650-PWR

### Old Admin

J9624A - 2620-PWR

### FEMS

J8762A - 2600-PWR

### Garage

J8762A - 2600-PWR

**Guard Shack 1**

J8762A - 2600-PWR

**Guard Shack 2**

J8762A - 2600-PWR

**Maintenance**

J8165A - 2650-PWR

**Maintenance 2**

HP 5500-48G-PoE

**Maintenance Training Room**

J8164A - 2626-PWR

**Sludge Transfer**

J8762A - 2600-PWR

**Screening**

J9624A - 2620-PWR

**Main Pump**

J4903A - 2824

**Laboratory 2**

HP 5500-48G-PoE

**GBT**

J9624A - 2620-PWR

**Aqua Aerobics**

J9565A - 2615-8-PWR

**Laboratory 1**

J8165A - 2650-PWR

**Network Documentation:****Firewalls:**

Sophos UTM 9 SG230 (2)

Sophos XG230 (2)

**Wireless:**

Extreme VX-9000 Wireless Controller (2)

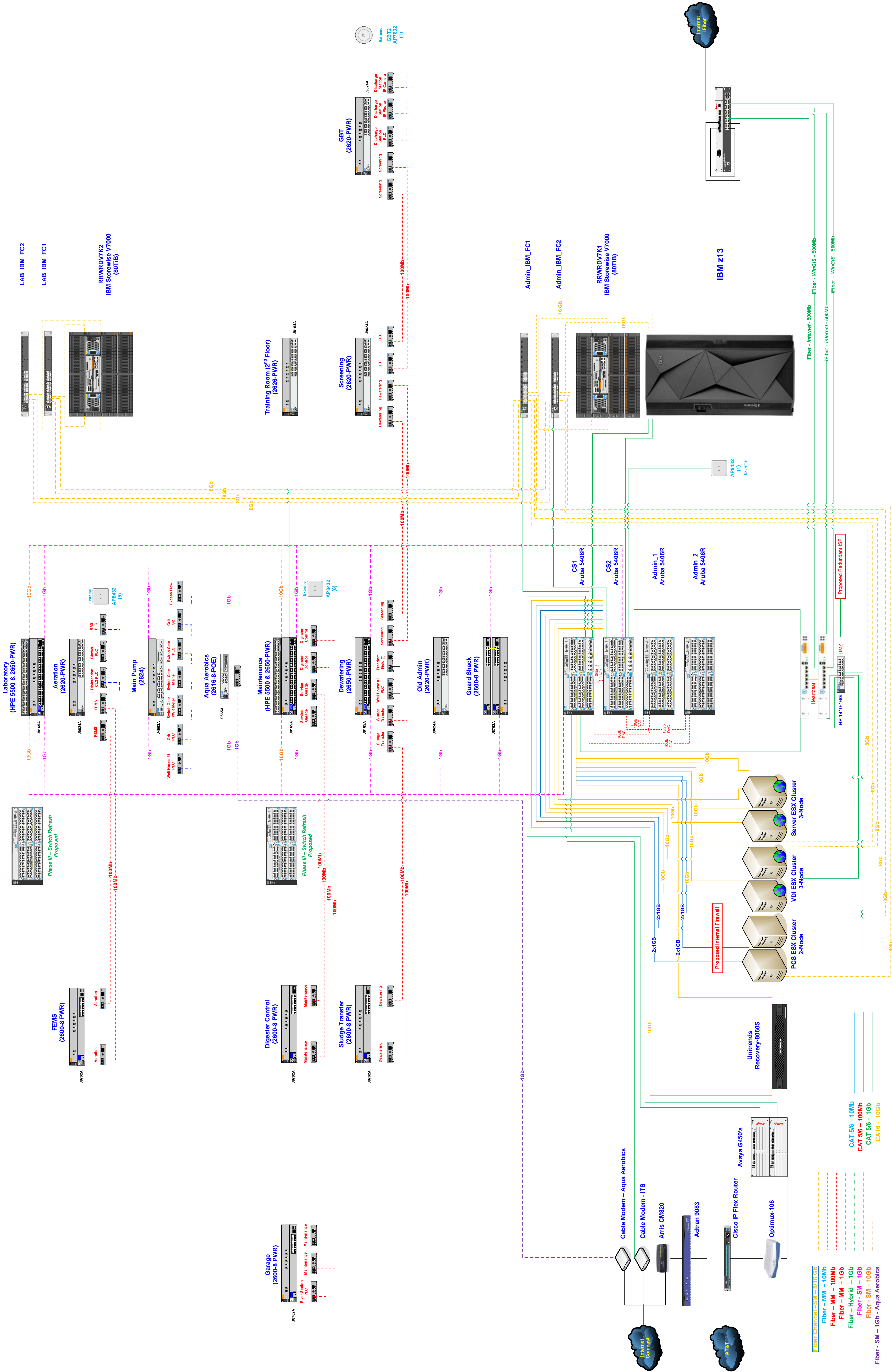
Extreme WiNG AP 8432 (14)

Extreme WiNG AP 7632 (1)

**Internet Bandwidth:** 500 Mbps

ISP: Illinois Century Network / iFiber







IV  
PROPOSAL FORM  
REQUEST FOR PROPOSALS  
#20-215 NETWORK MANAGED SERVICES

To: BOARD OF TRUSTEES  
ROCK RIVER WATER  
RECLAMATION DISTRICT  
P. O. Box 7480  
ROCKFORD, IL 61126-7480

From: \_\_\_\_\_  
(Individual, Partnership or Corporation)  
\_\_\_\_\_  
(Address of Individual, Partnership or Corporation)

Trustees:

I (We) the undersigned hereby propose to furnish **Network Managed Services** in compliance with the attached Notice, General Specifications, Detailed Specifications, Proposal Form, Fair Employment Practices Affidavit of Compliance Form, Forms of Affidavit, and Contract Form.

The Undersigned also affirms and declares:

A. That he (they) has (have) examined and is (are) familiar with all the related contract documents and found that they are accurate and complete and are approved by the undersigned.

B. That he (they) has (have) carefully examined the scope of the required service, and that, from his (their) own investigation, has (have) satisfied himself (themselves) as to the nature and location of the delivery point, the character, quality and quantity of materials, and the kind and extent of equipment and other facilities needed for the performance of the service and provision of the materials, the general and local conditions and all difficulties to be encountered, and all other items which may, in any way, affect the materials or services or their performance.

C. That this proposal is made without any understanding, agreement or connection with any other person, partnership, or corporation making a proposal for the same purposes, and is in all respects fair and without collusion or fraud; and that he (they) is (are) not barred from proposing as a result of a bid-rigging or bid-rotating conviction.

D. All goods and services provided in response to this request will be produced in compliance with all applicable requirements of Sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under Section 14 thereof.

E. The firm which I (we) represent complies with all applicable requirements of the Americans with Disabilities Act (ADA), the Occupational Safety and Health Act (OSHA), rules and regulations of the US Department of Transportation (DOT), and the Federal Drug Free Work Place Act. If said firm is awarded a contract to provide the District's **Network Managed Services**, it will:

1. complete all OSHA, ADA, and DOT required supervisory, employee and customer training,
2. document compliance as required,
3. ensure that persons in safety-sensitive positions associated with loading, transportation, and delivery of the merchandise or service detailed in these specifications are subject to all required drug and alcohol testing and are properly licensed,
4. prepare and make available all required information and documentation, and
5. hold harmless and indemnify the District and the District's representatives as defined in Section III, 3.11 from all:
  - a. Suits, claims, or actions;
  - b. Costs, either for defense (including but not limited to reasonable attorney's fees and expert witness fees) or for settlements, and;

(PROPOSAL FORM CONTINUED)

- c. Damages of any kind (including but not limited to fines, actual, punitive, and compensatory damages) relating in any way to or arising out of the ADA or the OSHA, to which said firm is exposed or which it incurs in the execution of the contract.

F. The firm which I (we) represent has adopted and promulgated written sexual harassment policies that include, at a minimum, the following information:

1. the illegality of sexual harassment;
2. the definition of sexual harassment under Illinois State law;
3. a description of sexual harassment, utilizing examples;
4. my (our) organization's internal complaint process including penalties;
5. the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission;
6. directions on how to contact the Department and the Commission; and
7. protection against retaliation as provided by Section 6-101 of Illinois Human Rights Act.

Upon request, my (our) organization will provide the Illinois Department of Human Rights with the information described in F1 through F7 above.

I (we) agree that I (we) shall not withdraw this proposal for a period of 60 calendar-days following the scheduled proposal due date. I (we) have carefully examined the nature of the service and materials. The cost of all the materials, equipment, and service necessary to complete this contract is given in this Proposal.

The undersigned acknowledges that he has received Addendum numbers \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and realizes that all Addenda are considered part of the Contract.

Managed Services - Using the table below, please provide monthly costs for support services.

Managed Services	Quantity	Monthly Cost
Switches		
Routers		
Firewalls		
Access Points		
Total Monthly Cost		

Alternate	Quantity	Monthly Cost
Firewall Monitoring and Security		

Projects and project-related work are not included in on-site support services. Using the table below, please provide proposed costs for the following projects:

Project	Cost of Services
External Penetration Test	
Internal Penetration Test – Administration Network to SCADA Network	
Firewall rule audit, validation and documentation	
Replace obsolete equipment with current models	

Facilities wireless walk-through and recommendations for improved service	
Network VLAN redesign to current standards. Consistency throughout network.	

(PROPOSAL FORM CONTINUED)

Special projects that are outside of normal support and planned projects may be requested by the organization from time to time. In the table below, please provide an hourly rate schedule for additional services and special projects.

Title	Skill Set Description	Hourly Rate

Invoicing shall be monthly for services rendered. Detailed invoicing for all time and expense charges shall include: date of service, who performed service, description of service performed, duration of chargeable time.

**Alternate Proposals:** Any potential work not included within the proposed scope of services, or which has not been mentioned in this RFP, must be clearly identified, along with a suggested basis for payment, should those services be necessary or elected by the organization.

**Respondent:**

Date: \_\_\_\_\_

\_\_\_\_\_  
Name of Firm

By: \_\_\_\_\_  
Authorized Rep's Signature

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Rep's Name

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Rep's Title

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Facsimile Number

**NOTE: The Rock River Water Reclamation District, a Governmental Unit, pays neither Federal Excise Tax nor Illinois Retailers' Occupational Tax. The respondent shall exclude those taxes from his proposal.**