



**City of Pittsburgh
Innovation and Performance**

Request for Proposal (RFP)

For

SaaS Email Security and Archive Solution

RESPONSES ARE TO BE SUBMITTED TO THE FOLLOWING ADDRESS:

Department of Innovation and Performance
6th Floor, City-County Building
414 Grant Street
Pittsburgh, PA 15219

Electronic copies should be sent to: IP_Professional_Services@Pittsburghpa.gov

ISSUE DATE: August 20, 2014
QUESTIONS DATE: August 25, 2014
RESPONSE DATE: September 9, 2014

PROPOSAL DEADLINE: September 23, 2014

INTRODUCTION AND OVERVIEW

OBJECTIVE OF THIS REQUEST FOR PROPOSALS

The City of Pittsburgh (City) is soliciting proposals for fully hosted “Software as a Service” (SaaS) Cloud based Email Security Solution.

The needs of the City of Pittsburgh include but are not limited to Inbound/outbound email security, data loss prevention, email encryption, spam filtering, regulatory compliance, Electronic Discovery, email archival/retrieval, and migration from our current technology

The City’s goals are to reduce expenditures and enhance productivity through cost-effective means. Confidentiality is a top priority for the City; therefore data security will be a main component of the awarded bid.

This Request for Proposal (RFP) consists of components which must be addressed in the response. Vendors should offer any additional options that may relate to the desired solution and the corresponding costs.

SCOPE OF SERVICES

This Request for Proposal (RFP) mandates expertise in the required field, data security and confidentiality, technical and all other specialized support. Therefore, each proposal shall provide details of the technical specifications of the solution in reference to installation, configuration, user training, maintenance, support services, documentation, all physical and network security measures, licensing requirements, materials and equipment, and Service Level Agreements. The Awarded Vendor must provide notification to the City of applicable changes, and documentation of all security breaches.

The Awarded Vendor is required to submit a detailed project plan that clearly demonstrates SAS 70 compliance; the project schedule must include an, estimated use of City and Vendor resources, as well as necessary security measures throughout the implementation. The City will approve the estimated timeframe, tools, features, and software throughout the project. The awarded Vendor is to obtain all necessary system components, software, features, and licensing.

Brief History

Data will be migrated from at least two (2) platforms, with the end result being a single platform. Data will be migrated from the following platforms:

- (1) HP Reference Information Storage System (RISS) v. 1.5
- (2) Postini and/ or Google Vault

METHOD AND BASIS FOR AWARD OF CONTRACT

Each response to this solicitation should be based, at a minimum, upon the following criteria, listed in no particular order:

- Quality and price of recommended solution
- Respondent’s ability to provide a solution on time and within budget
- Technical capabilities of respondent to perform the stated tasks
- Respondent’s references
- Respondent’s proposed terms for agreement with the City

FORM OF RESPONSE

Respondents’ proposals must clearly demonstrate the ability to provide the best and most cost-effective solution to successfully meet the City of Pittsburgh’s goals. Respondents must be bona-fide providers of the services and software being requested. In order to be responsive to this request, proposals must conform to the procedures, formats, and content required as outlined in this document. Failure to do so will result in the respondent being declared non-responsive.

Each respondent should follow the outline shown below so that the City can clearly, concisely, and objectively evaluate each response to this request. Every question presented herein should be answered. Incomplete answers may constitute grounds for disqualification. Each section of your response to this proposal may be individually organized, but should be separated by a tab or other clearly identifying marker for ease of review.

All vendor RFP responses should include a disclosure of any finder’s fees, fee splitting, firm affiliation or relationship with any broker-dealer, payments to consultants, lobbyists, or commissioned representatives or other contractual arrangements of the firm that could present a real or perceived conflict of interest.

The following outline should serve as the format for a potentially successful response to this proposal:

Section I	Outline of Respondent Qualifications
Section II	General Requirements
<i>Section III</i>	<i>Specific Proposal Requirements</i>
Section IV	Compensation Arrangements
Section V	Management Team
Section VI	References and Additional Information
Section VII	Conclusion

PROPOSAL SUBMISSION

One (1) electronic copy of the proposal must be received no later than **September 23, 2014**
Hard copy submissions are not required, but may be mailed or hand delivered to:

Department of Innovation and Performance
6th Floor, City-County Building
414 Grant Street
Pittsburgh, PA 15219

Hard copies will not be accepted as a substitute for electronic versions of a proposal.

The City of Pittsburgh is not responsible for late delivery caused by the postal service, private carriers, traffic, weather conditions, or any other reason.

Electronic copies should be sent to: **IP_Professional_Services@Pittsburghpa.gov**

Any proposals received after the deadline will be rejected.

All materials submitted in response to this RFP will become property of the City of Pittsburgh. Respondents shall not retain any rights, including, but not limited to intellectual property rights, to the information and/or ideas contained within or accompanying their Proposals.

The content of all proposals will be maintained as confidential until the Final Respondent selection is publicly announced, but may be subject to disclosure pursuant to applicable law thereafter.

Submission of a Response indicates acceptance by the Respondent of the terms and conditions of this RFP unless clearly and specifically noted otherwise in the Response.

COMPONENTS OF RESPONDENT SUBMISSIONS

SECTION I – QUALIFICATION

- 1.1 Describe fully your company background. How long has your company been in existence? How is your company organized?
- 1.2 What types of services will you offer to the City if you are the selected vendor?
- 1.3 Where does your company provide services? Do you have a corporate presence in the Pittsburgh metropolitan area? If so, where is this physical presence located?
- 1.4 What efforts would be necessary to provide the system and all accompanying services to the City?
- 1.5 All necessary security requirements must be obtained by the Vendor.

SECTION II – GENERAL REQUIREMENTS

The City desires a Solution that will contain the following elements:

- 2.1 *Integration:* A Solution that will efficiently integrate with various E-mail Systems, including but not limited to;
 - 2.1.1 Applications that access E-mail
 - 2.1.2. Infrastructure devices that access E-mail;
 - 2.1.3 Microsoft Active Directory;
- 2.2 *Reliability:* A Solution meeting all of the City's requirements, while acknowledging future functionality.
- 2.3 *Security:* A Solution which provides data security and confidentiality as a primary objective through the use of encryption and City-approved methods.
- 2.4 *Supportability:* A Solution that can be remotely maintained, can provide written documentation of system service, and can be updated and configured for evolving needs.
- 2.5 *Scalability:* A Solution that can be expanded and updated to new applications and locations.
- 2.6 *Robustness:* A Solution that can support the City's current users, and adapt for any flux in the established number. **Current scale starting 7 TB of data.**
- 2.7 *Manageability:* A Solution that can be centrally managed by the City.

SECTION III – SPECIFIC PROPOSAL REQUIREMENTS

A) Following is the list of requirements which must be addressed in the proposed Solution:

Provide details on how the proposed solution meets the following criteria:

1. Ability to integrate with the City's mail client configuration;
2. Spam Protection;
3. Anti-Virus Protection
4. Message Encryption
5. Email Filtering for both inbound and outbound messages
6. Data Protection
7. Email Continuity
8. Email Archiving Security
9. Ability to integrate with DAS (direct attached storage), NAS (network attached storage), SAN (storage area network)
10. Ability to archive data based on content, sender, recipient, and/or other metadata with different archival periods per City policy or legal requirements;
11. Individual End User Search
12. Ability to retrieve or e-Discover archived data based on content, sender, recipient, and/or other metadata with different archival periods;
13. Configurable Retention Policy;
14. Litigation Support
15. Ability to print stored information to a City facility;
16. Ability to view, and perform all normal e-mail functions on archive by an e-mail administrator without having to restore;
17. Ability to search Archives based on the following criteria:
 - i. Content;
 - ii. Sender and/or recipient;
 - iii. Date range;
 - iv. Search Terms; and
 - v. Metadata;
18. Ability to store search results with any metadata;
19. Ability to add and delete from search results to create an e-Discovery set; and
20. Ability to provide a detailed report addressing standard practices and policies related to e-Discovery.
21. Ability to use system remotely;
22. Flexible Policy Management
23. Ability to migrate Historical or user Archives from current proprietary format to proposed solution after implementation

24. Print historical, statistical and usage reports locally;
25. Identify qualifications for initiating and ceasing "Disaster" condition

B. Project Plan: The Vendor must include a project plan consisting of an implementation method, installation plan, maintenance and support features, necessary resources consumed through completion of the Solution implementation, and recommended solutions for continual furnishing and maintenance. Any specific policies, plans, procedures, techniques, etc. used in service performance by the Vendor and the Vendor's staff are to be provided including but not limited to: approach to project organization, project management, maintaining timeframe throughout project

completion, and responsibilities appointed to the Vendor's staff throughout the completion of the project.

C. Milestones: A schedule of tasks and completions are to be maintained through the entire process by the selected Vendor.

D. Documentation: The Vendor is to provide proper documentation for each of the Solution's components for the user and administrator. The form of the documentation can be distributed through the following processes: paper handouts, downloadable pdf. Via Vendor's website, or CD-ROM. All information compiled into the documentation will be copyrighted and marked as the Vendor's.

E. License: The License should also be structures to accommodate City set intervals, discounts for larger orders, and any financial or budget related issue. The City requires every license to be thoroughly reviewed by designated legal support on behalf of the City's interests. The Vendor is required by the City to submit all License agreement terms, security policies, and terms of Service with each proposal.

F. Maintenance: The Vendor is to provide all the compatible software, required hardware, installation services, all applicable warranties, and all maintenance. The Vendor will implement and test the entire system to work out the initial capacity. Any defects found or caused by the system that require maintenance will be fully covered and repaired by the Vendor. Solution software updates and Solution update service parts will be initiated by the Vendor with all rights included.

G. Support: The Vendor shall provide the technical expertise, staff, and effective procedures mandated for systematic errors. Live and online support shall be provided by the Vendor 24 hours a day, and 365 days a year. Email and online support are to be made readily available with frequently asked questions, established tracking issues within the Solution, managerial support with developmental staff, and general support for users.

The Vendor is required to monitor on a 24/7 basis all the software, hardware, and any other attachment applied to the Solution. Any malfunction or defect found must be immediately reported to the City, and resolved swiftly by the Vendor. All support services are warranted for one full year without cost to the City, following Solution implementation signoff by the Chief Information Officer or his/her designator. Additional costs for all support services preceding that warranted year shall be established with the City and Vendor following this RFP. It is the responsibility of the Vendor to restore all City data in the event of a system malfunction, failure, or compromise. The Vendor will be required to restore the solution to the City within **two hours** of system interruption. The City is to receive immediate notification as an alert via phone and email, with written explanation as to the system error and necessary solution measures.

H. Training: Provide a detailed overview of the training and documentation to City employees for both end-users and system administrators to be included with the proposed Solution:

- a) Training of City staff to operate the program;

- b) Training of City staff to update, modify and trouble-shoot the program for optimal use; and
- c) Training of City staff to create and modify future reports and screens.

I. Ownership (Data): The established Vendor represents and declares that it is the sole owner of the software product, or if it is not the sole owner, has received complete authorization from the owner to license this software product with full right and power to grant the City access to the software. The Vendor further represents and declares that the software is of the original form with no infringement upon any other patent, copyright, trademark, or any other ownership right of another person. Any and all data passed to Vendor through the “cloud” is the property of the City. The data will be maintained, restored, and recovered by the Vendor while the City maintains full ownership rights.

J. Security: The City requires that all Proposals include the specific details, such as but not limited to policies, procedures, compliances, and regulations of a Vendor which address the following:

- a) Segregation of the City’s data from your other customers’ data;
- b) Access to City’s data by City staff;
- c) Access to City’s data by Non-City staff; and
- d) City data remains within the continental United States.

K. Materials and Equipment: The City requires the following material and equipment:

- a.) All items (tools, software, network throughput, and hardware) that are required within the City’s internal network to support the proposed solution;
- b.) Service Level Agreements for escalation of issues or product improvement; and
- c.) Minimum workstation requirements for the proposed Solution.

L. Service Level Agreement (SLAs)/ Sustainability: Provide the following SLA and sustainability details for all services proposed under the Scope of Work section:

- a) Provide SLAs;
- b) Provide system up-times over past 12 months for proposed Solution;
- c) Ability to provide reports that explain unscheduled system outage and steps to prevent in the future;
- d) Provide solution upgrade philosophy, user effect and lifecycle;
- e) Provide demonstrated availability statistics as provided to actual customers, including the customers being cited;
- f) Any proposed plan should take into consideration minimizing disruption to City business during implementation;
- g) Describe system’s High Availability (HA) strategy solution which included fault tolerance and fail-over in order to provide 99% system availability; and
- h) Describe approach to ensure system and data integrity.

M. Reports: Provide various samples of standard reports of the SaaS E-mail Security and Archiving Solution

SECTION IV - COMPENSATION ARRANGEMENTS

- 4.1 Describe how your company will charge for services as contemplated in the *Scope of Services* above.
- 4.2 What, if anything, distinguishes your company's compensation arrangements from those of your competitors?
- 4.3 Detail any specific services offered by your firm, if applicable, fees and specific terms that you feel will be important to the City.
- 4.4 Describe in full detail the charge for ongoing preservation of the information?

SECTION V - MANAGEMENT TEAM

- 5.1 Please provide complete biographies of your management team, highlighting years and range of experience relevant to the activities anticipated by this request for proposals.
- 5.2 Supply a compiled list of all personnel that will participate in implementing the completion of the SaaS Solution
- 5.3 Supply a list of those associated with the support maintenance of the Solution.

SECTION VI – REFERENCES AND ADDITIONAL ADMINISTRATIVE REQUIREMENTS

- 6.1 Please provide the City with a list of five (5) references. Experience with public sector clients is preferred. This information shall include:
 - Client name
 - Individual contact
 - Mailing address
 - Phone number, facsimile and electronic mail address
 - Brief project summary
- 6.2 Please provide information and/or references on the financial status of the firm.

SECTION VII. MBE / WBE / VETERAN-OWNED SOLICITATION AND COMMITMENT

The City of Pittsburgh is committed to the ideal of providing all citizens an equal opportunity to participate in City and its Authorities Contracting opportunities. It is therefore the City's goal to encourage increased participation of women and minority groups in all City contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of Minority-Owned Business Enterprises (“MBEs”) and Women-Owned Business Enterprises (“WBEs”) in work to be performed under City contracts. The levels of MBE and WBE participation will be monitored by the City of Pittsburgh’s Equal Opportunity Review Commission (“EORC”).

In order to ensure that there are opportunities for historically disadvantaged minority groups and women to participate on Covered Contracts, and consistent with the City's current equal employment opportunity practice and goals, the EORC will review contracts to include an evaluation of a developer/contractor's employment of minority groups and women, encouraging goals of twenty-five (25) percent and ten (10) percent, respectively.

It is also the City’s goal to encourage participation by veteran-owned small businesses in all contracts. The City of Pittsburgh shall have an annual goal of not less than five (5) percent participation by veteran-owned small businesses in all contracts. The participation goal shall apply to the overall dollar amount expended with respect to the contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of veteran-owned small businesses in work to be performed under City contracts. The levels of veteran-owned participation will be monitored by the City of Pittsburgh’s Department of Finance.

In order to demonstrate good faith commitment to these goals, all bidders are required to complete and submit with their bids either: the attached MBE / WBE / Veteran Owned Solicitation and Commitment Form (which details the efforts made by the bidder to obtain such participation), or the attached MBE/WBE/Veteran Owned Solicitation and Commitment Form–Waiver Request, which details why no MBE/WBE/Veteran-Owned business participation could be obtained. Failure to submit either of these forms will result in rejection of the bid. Copies of these forms are attached as Exhibit A.

For further information, including definitions and additional requirements, please see Chapter 177A (Sections 177A.01 et. seq.) of the City Code and Section 161.40 of the City Code.

SECTION VIII. MISCELLANEOUS

1. **ADDENDA TO THE REQUEST FOR PROPOSALS.** If it becomes necessary to revise any part of this proposal, an addendum will be issued by the City and posted to the website. Respondents should contact the City if they find any inconsistencies or ambiguities herein. Clarification given by the City may become an addendum to this document.
2. **REQUESTS FOR INFORMATION.** Any requests for clarification or additional information regarding this RFP must be received electronically and should be sent to: IP_Professional_services@pittsburghpa.gov by **August 25, 2014**

Answers to the questions will be posted on the City's website

3. **DULY AUTHORIZED SIGNATURE.** The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.
4. **RESPONDENT RESPONSIBILITY FOR PROPOSAL COSTS.** The respondent shall be fully responsible for all proposal development and submission costs. The City does not assume any contractual obligation as a result of the issuance of this document, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of any finalists.
5. **ECONOMY OF PROPOSALS.** Proposals should be prepared simply and economically and give a straightforward and concise description of the respondent's capabilities to satisfy the requirements of the project. Special bindings, colored displays, etc. may be used where they will aid in clarity, but are not otherwise necessary. Emphasis should be placed on completeness and clarity of content.
6. **SUBSTANTIVE PROPOSALS.** The respondent's duly authorized officer or agent shall certify in writing that:
 1. The respondent's proposal is genuine; not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation; and is not submitted in conformity with an agreement of rules of any group, association, organization, or corporation.
 2. The respondent has not directly or indirectly induced or solicited any other proposer to submit a false or sham proposal.
 3. The respondent has not solicited or induced any other person, firm, or corporation to refrain from proposing.
 4. The respondent has not sought by collusion to obtain for himself/herself any advantage over any other respondent or the City.

7. **PROPOSAL CHANGES OR WITHDRAWAL.** A respondent may withdraw or modify its proposal any time before the proposal due date by a written request, signed in the same manner and by the same person who signed the proposal.
8. **ACCEPTANCE OF REQUEST FOR PROPOSAL CONTENT.** Provisions of this document and the contents of the successful response are considered available for inclusion in final contractual obligations. The City retains the option of concealing the award or selecting another respondent if the successful respondent fails to accept such obligations.

SECTION IX. CONCLUSION

This RFP and the process it describes are deemed to be proprietary to the City and are for the sole and exclusive benefit of the City of Pittsburgh. This RFP is not binding on the City as an obligation on the part of the City to acquire any products or services. No other party, including any Respondent to this RFP or future Respondent to any RFP that may be issued by the City, is intended to be granted any rights hereunder. Any response to this RFP, including written documents and verbal communication, may be subject to public disclosure by the City or any authorized agent of the City, and any materials submitted or ideas otherwise elicited in response to this RFP shall be the sole and absolute property of the City with the City having title thereto and unrestricted use thereof.

The proposed uses of part or all of the system as referred to in this RFP are intended to be initial proposals only, and the City reserves the right at its discretion to withdraw this RFP at any time or to determine not to proceed with any proposed action suggested in responses to this RFP, or any other action or project with respect to a proposed system. The City makes no representation or warranty as to the accuracy of information provided in this RFP, and nothing contained in this RFP is or, should be relied upon as, a promise or representation. The City shall not be liable or responsible for any costs incurred by any person or entity in preparing any response to this RFP or for any other costs, expenses or liabilities incurred by any person or entity in connection with or in reliance on this RFP or any information or material contained herein. Submission of a response to this RFP constitutes an agreement by the responder to the terms hereof.

