

REQUEST FOR PROPOSAL NO 265

NETWORK ACCESS CONTROL (NAC)

This is a Request for Proposal (“RFP”) to acquire a Network Access Control (NAC) solution that can be integrated with the Office of the Auditor General of Canada’s (OAG) current network infrastructure. The OAG **is not interested** in acquiring managed services and/or a hosted solution. The RFP provides proponents with the relevant operational, performance, application, and architectural requirements of the system as described in Section 2, “Statement of Work”.

The OAG will consider entering into a contract with the proponent that provides the proposal rated as best value as determined using the evaluation criteria described in Section 4, “Basis and Method of Evaluation”.

This Request for Proposal, in addition to this covering note, consists of the following:

1	RFP GENERAL INSTRUCTIONS AND CONDITIONS	3
1.1	FORMAT OF PROPOSAL	3
1.2	ENQUIRIES	4
1.3	DEFINITIONS AND ACRONYMS	4
2	STATEMENT OF WORK	6
2.1	BACKGROUND	6
2.2	CURRENT IT ENVIRONMENT	6
2.3	PURPOSE	7
2.4	DESCRIPTION AND SCOPE OF WORK	7
2.5	MANDATORY TECHNICAL REQUIREMENTS	9
2.6	RATED REQUIREMENTS	10
2.7	DELIVERY SCHEDULE	10
2.8	REFERENCES	10
3	PROPOSAL STRUCTURE AND PAGE LIMIT	12
3.1	PRODUCT DESCRIPTION	13
3.2	MANDATORY REQUIREMENTS	13
3.3	RATED REQUIREMENTS	13
3.4	FINANCIAL REQUIREMENTS	14
4	BASIS AND METHOD OF EVALUATION	17
4.1	EVALUATION PROCESS	17
4.2	METHOD OF SELECTION	17
4.3	MANDATORY REQUIREMENTS - CONTRACTING	17
4.4	MANDATORY REQUIREMENTS – TECHNICAL	17
4.5	RATED REQUIREMENTS - TECHNICAL	18
4.6	MINIMUM TECHNICAL SCORES	18
4.7	FINANCIAL EVALUATION	18
4.8	SCORING SYSTEM	18
5	CONTRACT TERMS AND CONDITIONS	21
5.1	SECURITY CLEARANCE	21
5.2	PRIORITY OF DOCUMENTS	21
5.3	GENERAL CONDITIONS	21
01	INTERPRETATION	26
02	LICENSE GRANT	27
03	OWNERSHIP	27
04	USER LICENSE	27
05	DEVICE LICENSE	28
06	ENTITY LICENSE	28
07	DISABLING CODES	28

08 LICENSED SOFTWARE - TRANSFER.....	28
09 SOFTWARE DOCUMENTATION.....	28
10 MEDIA.....	29
11 TERM OF LICENSE	29
12 ACCEPTANCE.....	30
13 RIGHT TO LICENSE	30
14 ENHANCEMENTS AND IMPROVEMENTS.....	31
15 WARRANTY.....	31
16 SOURCE CODE ESCROW	32
17 RIGHT TO MODIFY AND NO REVERSE ENGINEER.....	32
18 RISK OF LOSS	32
19 DESTRUCTION ON TERMINATION OR EXPIRATION	32
APPENDIX A: DECLARATIONS AND CERTIFICATIONS (MANDATORY).....	33
APPENDIX B: MANDATORY REQUIREMENTS CHECKLIST—CONTRACTING.....	37
APPENDIX C: EVALUATION CRITERIA AND SCORING GRID	38
APPENDIX D: PILOT SCENARIOS	52

SECTION 1

1 RFP GENERAL INSTRUCTIONS AND CONDITIONS

The proposal **MUST** be received at the following address no later than 2:00 p.m., Ottawa time on **22 June 2016**. Note that proposal packages must be received at the location specified below and proponents should make appropriate time allowances for this process.

Office of the OAG of Canada
Contract & Procurement Services
240 Sparks Street—CD Howe Building
Main Scanning Room S-143; S-1 Level
Ottawa, Ontario K1A 0G6

1.1 FORMAT OF PROPOSAL

Five (5) copies of the Technical Proposal and two (2) copies of the Financial Proposal should be submitted. The medium for all original proposal data should be 8 ½" x 11" paper, printed double-sided. Fonts used shall not be smaller than 11 point with margins of a minimum size of 1 inch top, bottom, left and right.

One (1) additional copy of the Technical Proposal and one (1) additional copy of the Financial Proposal should be submitted in electronic format. Copy should be in PDF format on an electronic storage medium (e.g., memory stick, CD ROM).

Financial Proposals should be submitted in a **separate**, easily identified envelopes. Both the Financial and Technical Proposals should be submitted together as one package. The outside of the package is to clearly identify the name and address of the submitting firm. The package should be clearly labelled "**RFP No. 265 –Network Access Control (NAC)**".

Proponents have the sole responsibility for the timely receipt of the proposal by OAG. Late proposals will be returned unopened. Proponents shall prepare a proposal addressing all the requirements as stated within this RFP.

Proponents **MUST** complete the declarations and certification set out in Appendix "A" of this RFP.

Proposals should be organized as prescribed, and use the proposed numbering scheme, as described in Section 3.

Electronic transmission of the proposal by such means as electronic mail or facsimile **will not** be accepted.

The OAG may cancel the proposal call at any time without further obligation to the proponents.

The OAG may ask the proponents to substantiate any claims made in their proposals.

The cost of preparing the proposal will not be reimbursed by the OAG.

Any amendment by the OAG to this RFP shall be in writing.

The use of Internet-links to answer RFP questions is prohibited. Links to websites and other Internet information will not be reviewed and hence not be evaluated by the OAG.

The proposal will be evaluated as described in Section 4. Failure to comply with any mandatory requirement will render the proposal non-compliant and it will receive no further consideration.

Proposals received in response to this request shall become the property of the OAG and will not be returned.

1.2 ENQUIRIES

All enquiries concerning this procurement **MUST** be submitted in writing by facsimile or electronic mail to the following OAG Contracting Authority identified previously (Section 1).

Contracting Authority:
Lars Norgaard
Contract and Procurement Services
Telephone: 613-952-0213 extension 5006
Fax: 613-957-0474
Email: lars.norgaard@oag-bvg.gc.ca

Enquiries should be received by the OAG Contracting Authority no less than five (5) working days prior to the bid closing date (per section 1 above) to ensure sufficient time to provide a response. The OAG may not reply to any enquiries received after that time.

Proponents should reference as accurately as possible the numbered item or section of the RFP to which the question applies. Care should be taken by the proponents to explain each question in sufficient detail in order to enable the OAG to provide an accurate answer.

To ensure consistency and quality of information provided to proponents, the Contracting Authority will simultaneously provide to all Proponents any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.

Should sufficient questions be raised, a Proponent's conference may be held on OAG premises. Should a Proponent's conference be held, notification will be provided to all Proponents of the date, time and location of the conference.

This RFP constitutes the entire understanding of the work required; in the event of any differences between the RFP and proponent submitted documents, the RFP will govern. Submitting a bid with terms and conditions that differ from the expectations set out in this RFP may cause the OAG to consider the bid non-responsive, in its sole and absolute discretion.

After the Successful Proponent is selected, and has conducted a successful pilot, a contract will be entered awarded based on the services, terms and conditions, described in this RFP.

1.3 DEFINITIONS AND ACRONYMS

1.3.1 DEFINITIONS

Definitions are capitalized throughout and are for the purposes of this document and RFP process only and not for any other purpose.

"Equipment" means all hardware, firmware and/or software necessary to Implement the NAC.

"Implement"/"Implementation"/"Implemented" means design, manage project, pilot, document, install, configure, program, test, certify and/or commission or any other activity to ensure the delivery of item in question is fully functional to the OAG's satisfaction and industry standards. The cost of all Implementation activities is the responsibility of the Successful Proponent.

"include" /"includes"/"including" means "include without limitation", "includes without limitation" and "including without limitation", respectively, and the words following "include", "includes" or "including" will not be considered to set forth an exhaustive list.

"Proponent" means an individual, a corporation, proponent, joint venture, association, pension fund or a consortium of any of the foregoing that may submit or that has submitted a Proposal.

"Services" means the services required to implement the Equipment for the NAC.

"Solution" means all of the Equipment, Software and Services required that makes up a Proponent's proposal

“Successful Proponent” means the Proponent who has been selected by the OAG and to whom a contract is expected to be awarded, pending the successful pilot.

“NAC” is comprised of, but not limited to, the Equipment and Services necessary to Implement the NAC Project as prescribed by the requirements of this RFP.

“Contractor” means an individual, a corporation, proponent, joint venture, association, pension fund or a consortium to whom a contract has been issued.

1.3.2 Acronyms

“GUI” means Graphical User Interface

“IP” means internet protocol

“NTP” means Network Time Protocol

“OAG” means the Office of the Auditor General of Canada.

“SOC” means Security Operations Center.

“TCO” means the Total Cost of Ownership.

“SOW” means Statement of Work

“RFP” means Request for Proposal

“POE” means Power over Ethernet

“AD” means Microsoft’s Active Directory

“NAC” means Network Access Control

“SIEM” means Security Incident and Event Manager

SECTION 2

2 STATEMENT OF WORK

2.1 BACKGROUND

The OAG conducts independent audits and studies that provide objective information, advice and assurance to Parliament, territorial legislatures, boards of Crown corporations, government and Canadians. The OAG's head office is located in Ottawa and its four regional offices are located in Vancouver, Edmonton, Montréal and Halifax. Please see www.oag-bvg.gc.ca for further information about the OAG.

2.2 CURRENT IT ENVIRONMENT

The OAG Local Area Network is composed at its edge of HP ProCurve 2910 al switches without PoE that service about 530 clients in the Ottawa office ("Ottawa Office") and 90 clients in regional offices ("Regional Offices").

The OAG's corporate applications are located and managed centrally from the Ottawa Office and serve the Regional Offices through dedicated high-speed wide area network links. All Internet connection requests from the Regional Offices are channelled through our InterGov connections to Ottawa and then to the Internet. All connections between the Ottawa Office, the Regional Offices and the Internet are done through the Government of Canada SCNet. The bandwidth access is as follows:

- Ottawa Office (530 + connections)
 - 20 Mbps connection to the Internet
 - 40 Mbps connection to InterGov
- Disaster Recovery Site
 - 20 Mbps connection to the Internet
 - 30 Mbps connection to InterGov
- Halifax
 - 10 Mbps connection to InterGov
- Montreal
 - 10 Mbps connection to InterGov
- Edmonton
 - 10 Mbps connection to InterGov
- Vancouver
 - 10 Mbps connection to InterGov

The OAG's current client base is Windows 7 (64-bit) and Windows 10, and the office suite is Microsoft Office 2013. The OAG runs Microsoft Lync 2013 as the unified messaging product and all OAG internal users authenticate to the network through Microsoft Active Directory (AD). All clients' PC/Laptops run anti-virus/end-point security.

The server infrastructure consists of mostly Microsoft Windows Server 2012 R2 (~140), virtualized at about 80% with VMWare 5.0. The OAG has a disaster recovery site that hosts a

subset of the environment in case of disaster. In addition, the OAG's server infrastructure consists of:

- **Web Services/Applications:** Web services, IIS, .Net Framework, Microsoft – business software & office products, Microsoft Exchange.
- **Other servers/OS:** Red Hat Linux (3), HP UNIX (3), Oracle Linux (2), external DNS Servers (2), VMWare ESXi (9)
- **Databases:** Oracle and MS SQLServer
- **Security:** Upon written request, Bidders who accept the terms and conditions of the OAG's confidentiality and non-disclosure agreement may be provided access to certain information that is confidential in nature.
- **Other components:** WiFi AP (~60), Polycoms endpoints (~10 including bridge and cma), 40 Ricoh multifunction devices

2.3 PURPOSE

The OAG is currently revamping its network infrastructure. Consequently, the OAG intends to invest in tools that provide for better intelligence and more proactive security controls. The purpose of this RFP is to:

- (a) select a competent Proponent who has sufficient experience supplying, installing, training and supporting NAC solutions that satisfied requirements equivalent to the OAG's requirements;
- (b) select a NAC solution that will allow the discovery of friend/foe elements on the OAG network through various means and allow for automated and manual responses and mitigation to an identified foe, unknown entity or compromised friend; and
- (c) acquire hardware, software, maintenance, support and Implementation services required to deploy the NAC Solution.

For greater certainty, the OAG is **not interested** in acquiring managed services and/or a hosted solution.

Any resulting contract from this RFP is expected to be valid for 3 years. The OAG reserves the right to purchase additional licensing, maintenance and support for up to two (2) additional two (2) year option periods. The Total Cost of Ownership (TCO) over the entire seven (7) year period (the "Term") **shall not exceed** the budget of \$75,000.00 CDN (including any applicable taxes). The OAG may reject any proposals that exceed this budget.

2.4 DESCRIPTION AND SCOPE OF WORK

The OAG requires all of the Equipment and Implementation Services necessary to provide a NAC Solution to identify and react to the various network elements and meet the capacity, functionality and feature requirements outlined in this RFP. The scope of this RFP includes the following:

- i. Identification and recommendation of an appropriate NAC Solution, which responds to the OAG's requirements and allows for future growth;
- ii. Supply, configuration, installation and testing of the NAC Solution, including any required interfaces and data conversions, as well as related Equipment and Implementation Services;
- iii. Provision of initial and extended warranties and technical support services (including detailed initial acquisition costs and on-going support options by year);
- iv. On-site hardware installation and setup, software configuration and user settings;
- v. Training for hardware, software configuration and NAC management software;

- vi. Provision of documentation in printed and electronic format, including administrative and end user manuals, troubleshooting guides or Q&A.

The OAG expects that the Solution will be functional and be fully integrated into the current architecture once the Proponent completes their work. The ideal Solution will leverage the OAG's existing network architecture, requiring no additional investment beyond the NAC Solution to secure the network environment. The Proponent is to provide for sufficient training so that up to six (6) OAG employees will be able to effectively use and maintain the proposed Solution from a system administrator perspective.

During the Term, the Contractor shall make available to the OAG, at no cost, all updates issued by the Contractor which are applicable to software embedded in the Solution, which do not require the use of additional hardware and which are generally released by the Contractor without additional charge as a service update. Subject to the terms and conditions of any resulting contract from this RFP, the Contractor's obligation hereunder shall be limited to providing the OAG with one (1) copy on disk of the software update, ready for and capable of installation, as well as detailed installation instructions. All costs associated with the installation of the software update shall be borne by the OAG, which shall be granted a license to such software update in accordance with the license grant set out under the terms and conditions of any resulting contract from this RFP. Changes to the software as a result of any update that affect or could affect either the performance of the Solution or the security standards as applied in the acceptance testing of the Solution, shall be subject to the same procedure for acceptance.

2.4.1 Security and Privacy

A *Threat and Risk Assessment (TRA)* will be conducted in relation to the Successful Proponent's NAC Solution. The OAG reserves the right to validate the compliance with security standards for encryption methodology and secure deployment of the Solution prior to authorizing payment. The OAG also reserves the right to **reject** the Successful Proponent's NAC Solution should any part of the Solution provided not be to the OAG's satisfaction. The OAG reserves the right to conduct a *Privacy Impact Assessment (PIA)* in relation to the Solution.

2.4.2 Pilot

In order to ensure that the best possible Solution is selected the Successful Proponent is expected to implement the proposed NAC Solution for a pilot period of no less than five (5) days. The pilot period will allow the Successful Proponent to prove functionality and integration of the proposed solution with the OAG's IT systems and to "showcase" its capability. The evaluation of the pilot will consist of two (2) phases:

Phase 1: The proponent will have to prove that their proposed solution meets all of the Mandatory Technical Requirements as stated in their proposal (see Section 2.5).

Phase 2: The proponent is to demonstrate how their proposed solution performs against the scenarios listed in Appendix D. This phase will be used to verify the rated technical requirements. The scenarios listed in Appendix D are designed to verify that the solution meets the minimum scores required. If the proponent fails to fully demonstrate that the proposed solution meets all the minimum scores, the Proponent will be declared non-compliant.

The pilot is expected to take place as soon as possible following the selection of the Successful Proponent, which is anticipated to be no later than **1 September 2016**. The OAG may also contact the supplied references during phase 2 of the pilot to verify information in relation to the Successful Proponent's NAC Solution.

Should the Successful Proponent fail Phase 1 or Phase 2 of the pilot, or in the event the Successful Proponent is unavailable to pilot their proposed solution as and when required, the OAG reserves the right to reject that proposed solution and deem the proponent with the next highest score to be the Successful Proponent and to pilot their proposed NAC Solution. Only

upon the successful completion of pilot, will a contract be awarded and issued to the Successful Proponent.

All costs associated with the pilot, including integration of other components, shall be borne solely by the Proponent.

2.5 MANDATORY TECHNICAL REQUIREMENTS

The proposed NAC Solution **must** possess the following mandatory technical characteristics at the time of proposal submission. Proponents should provide in their technical proposals a detailed description of how their product meets each of these characteristics. The OAG will also verify claims through consultations with the supplied references and through the on-site pilot as indicated in Section 2.4.2.

Table 1 – Mandatory Technical Requirements

Identifier	Description
MR-01	All proposed Solutions MUST be “Off-the-Shelf”, meaning that each Solution is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any part of the proposed Solution is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the proposal is submitted.
MR-02	As part of the proposed solution, if any software and/or middle-tier components need to be deployed on a server and/or virtualized, they MUST be able to operate on the OAG standard server platform: <ul style="list-style-type: none"> • Windows Server 2012 R2 or later on a 64 bit platform. • VMWare v5.0. <p>OR</p> <ul style="list-style-type: none"> • Red Hat Enterprise Linux 6.x Server. • VMWare v5.0.
MR-03	As part of the proposed solution, if any software must operate on user’s laptop/desktop, the solution MUST operate on the following minimum configuration:

	<ul style="list-style-type: none"> • Windows 7 (64-bit OS) and Windows 10 • Core 2 Duo • 4 GB RAM • 100 GB Hard Drive. <p>Any software solution requiring user authentication MUST provide for Single-Sign-On (SSO) authentication with Microsoft Active Directory, without the use of an intermediary directory for all users at the OAG.</p> <p>For greater certainty, SSO is defined as follows: a user connects to the OAG network using a supplied username/password. Once logged into the OAG network, a user never has to supply a username or password to access business applications. This must also include the automatic provisioning of users from Microsoft AD without any manual intervention and not involve AD schema extension.</p>
MR-04	Proponents MUST provide on-site training for the installation, operation, maintenance and customization of the solution to be provided to up to 6 OAG administration staff members.
MR-05	<u>Technical Support</u> : Proponents MUST provide technical support, including issue/problem reporting and assistance with response within 24 hours of an issue being reported. Any costs for support must be included in the costs specified in the cost summary chart in Section 3.4.
MR-06	<u>Experience</u> : Proponents MUST have at least three (3) years of experience Implementing similar solutions.

2.6 RATED REQUIREMENTS

Proponents should respond to the Rated Requirements listed in Appendix C. The OAG will assess the proposals using the evaluation criteria listed in Appendix C.

2.7 DELIVERY SCHEDULE

The Contractor shall deploy the proposed solution within fifteen (15) business days of contract award. Training must occur within twenty (20) business days of contract award.

2.8 REFERENCES

As part of their technical proposal, proponents should provide a list of references where their solution is installed and has been operational for at least 3 months. Ideally, references should be for installations comparable in size and business scope as the OAG. Using the chart below please provide up to date contact information for references that can be used to verify the installation of the software and attest to its performance and capabilities.

References may be contacted to help validate the proposed solution's capabilities. References may be contacted during any phase of the evaluation process.

Table 2 - References

REFERENCE	
Company/Organization Name	
Address	
Installation Date (approximate)	
Contact Name & Title	
Contact Co-ordinates (telephone # and email address)	

SECTION 3

3 PROPOSAL STRUCTURE AND PAGE LIMIT

The Technical Proposal is to be organized using the content numbering scheme and is subject to the maximum page limit described below.

The Technical Proposal is limited to a maximum of 60 pages. This includes the sections related to mandatory and rated technical requirements but excludes the Appendices. Any information provided in excess of the stipulated maximum within the core body of the Technical Proposal will not be taken into account in the evaluation of the proposal. Title pages, table of contents, and tabbed dividers are not included in this limit, and therefore must not include material intended for evaluation.

Table 3 – Proposal Structure

<u>Required Structure of Proposals and Content Numbering</u>
Technical Proposal
1.0 Description of Product Being Proposed
2.0 Response to Mandatory Requirements
2.1 Contracting Requirements – Table from Appendix B
2.2 Technical Requirements – Response to Mandatory Technical Requirements from Section 2.5
3.0 Response to Rated Requirements
3.1 Corporate
3.2 Product Architecture
3.3 Product Features
3.4 Product Operations
3.5 Project Management and Implementation
3.6 Training and Transition Support
3.7 Post Implementation Support and Maintenance
3.8 References
Appendices
A Certifications
Financial Proposal (under Separate Cover)

Table 4 – Requirements Table Model

Requirement Identifier (i.e. TR-XX)	Requirement Description
Response from Proponent to requirement TR-XX	

It is vital that Proponent’s proposals provide detailed and comprehensive responses to the requirements in this RFP while at the same time ensuring that responses are precise and to the point.

Information to be evaluated must be provided within the 60 pages. We encourage Proponents to present the information in portrait format. Material such as corporate literature or website information can be referenced, but merely to supplement the response and not to replace it. Such information will not be rated.

The following provides additional guidance on the required content of the different sections of the proposals.

3.1 PRODUCT DESCRIPTION

Proponents’ should provide a complete description of the Equipment they are proposing to meet the OAG’s requirements. This description is to provide specific version numbers, product, part and/or item numbers describing all of the hardware and/or software components that comprise the proposed NAC Solution. The description should also briefly describe the capabilities and the function of the hardware and/or software including options, potential additions, etc

3.2 MANDATORY REQUIREMENTS

Proponents’ proposals **MUST** meet **all** of the RFP mandatory requirements in order for their proposals to be considered for evaluation. Failure on the part of the proponent to meet any one (1) or more of the mandatory requirements will result in their proposal being deemed non-compliant and given no further consideration.

There are two types of mandatory requirements: Contracting Mandatory Requirements and Technical Mandatory Requirements.

Contracting Mandatory Requirements are indicated in Section 4.3 and Appendix B. Proponents should complete the table in Section 4.3 and include it as part of the technical proposal. In the table, proponents should indicate beside each of the requirements the relevant page number(s) from their proposal where the requirements are addressed.

Technical Mandatory Requirements are indicated in Section 2.5. In their technical proposals, proponents should provide a brief description of how their proposed solution meets each of the mandatory technical requirements.

3.3 RATED REQUIREMENTS

Technical Proposals meeting **all** of the Mandatory Requirements (Contracting & Technical) will have their technical proposal evaluated by the evaluation committee.

In their technical proposals, proponents should clearly describe how their proposed NAC Solution meets each of the rated technical requirements.

As indicated in Section 2.4.2, the OAG will validate and verify the Successful Proposal through the use of a Pilot.

3.4 FINANCIAL REQUIREMENTS

As indicated in Section 2.3, the OAG expects that the solution acquired as a result of this RFP will be effective for at least three (3) years. The OAG reserves the right to purchase maintenance support for up to two (2) additional two (2) year periods, at the OAG's sole discretion subject to budgetary limitations.

The OAG wishes to understand and evaluate the **full** cost (Total Cost of Ownership) of the proposed NAC Solution. Therefore, Proponents should provide a seven (7) year cost summary using the following charts in Table 5. The total cost of ownership for the three (3) years of the agreement including the four (4) optional years will be used to evaluate the financial proposals. See the definition of "Total Cost of Ownership" below for a description of each cost element.

Table 5 – Seven Year TCO Summary

Line Item	Description	Year 1 Cost	Year 2 Cost	Year 3 Cost	Optional Year 4 Cost	Optional Year 5 Cost	Optional Year 6 Cost	Optional Year 7 Cost
NAC Solution – provide the itemized cost for the following:								
1	NAC Solution and related Equipment (e.g., software, hardware)	\$	N/A	N/A	N/A	N/A	N/A	N/A
2	Implementation Services	\$	N/A	N/A	N/A	N/A	N/A	N/A
3	Licensing	\$	\$	\$	\$	\$	\$	\$
4	Training (system and administrator)	\$	N/A	N/A	N/A	N/A	N/A	N/A
5	Warranty and maintenance support (hardware and software)	\$	\$	\$	\$	\$	\$	\$
6	Documentation	\$	N/A	N/A	N/A	N/A	N/A	N/A
Subtotal by Year		\$	\$	\$	\$	\$	\$	\$

TOTAL COST OF OWNERSHIP¹	\$	(including any applicable taxes)
--------------------------------------------	----	----------------------------------

The following describes some of the potential cost elements for each line item.

1. NAC Solution and related Equipment List and describe here all hardware and software that comprise your solution with itemized costing as appropriate. Also include any miscellaneous equipment that is required to operate the solution.
2. Implementation Services List and describe here all costs associated with the design, the project management, documenting, installation, configuration, programming, testing, certifying and/or commissioning or any other activity required to ensure the proposed solution is fully functional to the OAG's satisfaction and industry standards. This includes:
 - a) Installation: Describe any labor, equipment, supplies, or other costs associated with installing, configuring or adapting the proposed software to the OAG IT environment.
 - b) Integration: Describe any labor, equipment, supplies, or other costs associated with integrating the proposed software into the OAG's current IT architecture and back-end software, including any modification to existing systems that may be required.
 - c) Project Management: If there are project management fees associated with your proposed software, list and describe them here.
 - d) Transition Support: List and describe any costs associated with assisting the OAG with Help Desk readiness and business continuity planning.
3. Licensing List and describe all licensing, implementation, maintenance, support, and training fees associated with your proposed software. Proponents are also to include any add/remove costs for all license-types.

As separate items, Proponents are to list and describe any Third-Party Software (Middleware) and their associated cost that would be required to implement or optimally operate the solution. Proponents are also to list and describe any subscription fees, add/remove costs for all such licenses.
4. Training If there are any fees for training of the OAG support personnel (as described in Section 2.4), such fees are to be listed and described here.
5. Warranty and Maintenance Support Proponents are to list and describe any ongoing costs associated with the operation and maintenance of their proposed solution
6. Documentation If there are fees associated with user or technical documentation, Proponents are to list and describe them here.
7. No Other Costs Proponents are to list and describe any other costs associated with their proposed NAC Solution in Table 5. Proponents shall include any other costs they consider relevant to the OAG for the successful implementation of the proposed NAC Solution as part of the line items above. This can include, but is not limited to, cost

¹ The Total Cost of Ownership (TCO) over the entire seven (7) year Term shall not exceed the budget of \$75,000.00 CDN (including applicable tax). The OAG may reject any proposals that exceed this budget.

to acquire additional storage or backup capacity. Travel and living expenses are not eligible for reimbursement.

It is not necessary for Proponents to charge or list a cost for each element, only those that apply to their pricing model. If, for example the cost of documentation is included in the price of the software, proponents can indicate that.

As indicated in Section 2.3, the OAG reserves the right to purchase licensing, maintenance and support for up to two (2) additional two year periods. Accordingly, proponents are to provide a cost for each of the option years in Table 5.

Payment of Year 1 Costs will be made upon inspection and written acceptance of the NAC Solution by the OAG after delivery and implementation of all line items. Other payments for licensing, maintenance and support costs in subsequent years will be made in advance on an annual basis within thirty (30) days of receipt of a satisfactory invoice.

SECTION 4

4 BASIS AND METHOD OF EVALUATION

4.1 EVALUATION PROCESS

An evaluation team composed of OAG officials will evaluate the proposals. The OAG will use a step-by-step approach to selecting the successful proponent. The approach will consist of the steps described in Section 4.2 below. Only proposals that meet the requirements of a particular stage will progress to the following stage(s).

Failure of a proposal to provide information in sufficient detail and depth to permit evaluation against the criteria may render a proposal non-responsive. Proponents are advised that only listing capabilities without providing any supporting explanation or description about the capability will not be considered to be “demonstrated” for the purposes of the evaluation.

4.2 METHOD OF SELECTION

Step 1: The evaluation team will confirm compliance with all mandatory requirements identified in Sections 2.5 and Appendix B. See Sections 4.3 and 4.4 below.

Step 2: Proposals deemed compliant in Step 1 will then be evaluated by the technical evaluation committee as per the rated requirements CR-01 to CR-04 and TR-01 to TR-25, using the criteria and point structure described in Appendix C.

Step 3: Those technical proposals deemed compliant in Steps 1 and 2 will have their financial proposals evaluated by the OAG Contracting Group following the process described in Section 4.7.

Step 4: The highest scoring solution after Step 3 will be deemed to be the Successful Proponent. The highest total score shall be calculated by applying the scoring system described in Table 7. At this point and as per Section 2.4.1, the Successful Proponent shall be invited to pilot their proposed solution for a period of no less than five (5) days to prove functionality and integration with the OAG’s IT systems. During the pilot period, the proposed solution will be evaluated against the scenarios in Appendix D.

4.3 MANDATORY REQUIREMENTS - CONTRACTING

Proponents **MUST** complete the table in Appendix B and provide it as part of their technical proposal. Proponents are to indicate beside each of the requirements the relevant page number(s) from their proposal where they are addressed.

4.4 MANDATORY REQUIREMENTS – TECHNICAL

The proposed solution **MUST** possess the characteristics described in Section 2.5 at time of proposal submission. As indicated in Sections 2.5 and 3.2, proponents are to provide in their technical proposals a brief description of how their solution meets each of the mandatory technical requirements. The OAG will verify claims through the pilot and through consultations with the supplied references.

It is vital that Proponent’s proposals provide detailed and comprehensive responses to the requirements in this RFP while at the same time ensuring that responses are precise and to the point. In order to have their proposals evaluated, Proponents **MUST** adhere to the document structure defined in Section 3 for their responses including the financial template.

Responses shall not make references to corporate literature or website information and any literature that is provided shall exist merely to supplement the response and not to replace it.

For the NAC, the Proponent must respond to the requirements by providing the solution, which the Proponent will implement, rather than against what could be implemented but hasn't been included in the solution. By virtue of submitting a proposal, Proponents are contractually bound to be able to deliver the solution contained in their proposal.

4.5 RATED REQUIREMENTS - TECHNICAL

Proposals meeting **all** of the Mandatory Requirements will be evaluated and rated using the categories of requirements described in Appendix C using the criteria described therein.

Unless otherwise indicated, the evaluation team will use the following scoring system for each requirement:

Excellent Response = 100% of available points

Very Good = 80% of available points

Good = 60% of available points

Average = 40% of available points

Fair = 20% of available points

Poor or No Response = 0% of available points

The score for each rated requirement is determined by the percentage score assigned multiplied by the weight assigned for each requirement. The sum of the scores for each requirement provides the score for each category.

4.6 MINIMUM TECHNICAL SCORES

Proponents must receive a minimum score against certain rated technical requirements to be considered compliant. See the scoring table matrix in Section 4.8 and Appendix C for the minimum scores.

4.7 FINANCIAL EVALUATION

For financial evaluation purposes, the Total Cost of Ownership (TCO) will be used. Full points (30/30) will be awarded to the Proponent with the lowest TCO. Fewer points will be awarded to all other Proponents based on the percentage differential of their TCO from that of the lowest TCO. The calculation will be as follows:

$$\frac{\text{Lowest TCO (\$)}}{\text{Proponent's TCO (\$)}} \times 30 = \text{Points for Proponent's Financial Proposal}$$

4.8 SCORING SYSTEM

The scoring table below summarizes the points available for each of the rated requirements. It also identifies the applicable minimum point requirements.

Table 7 – Scoring System

Rated Requirements	Maximum Score	Minimum Points Required
Corporate Requirements		
CR-01 - Escalation Process	20	NA
CR-02 - Quality System	20	NA
CR-03 - Proponent’s Financial Stability, Experience and Support Capabilities	30	NA
CR-04 - Reference Sites	30	NA
Technical requirements		
TR-01 to TR-06 - Product Architecture	190	100
TR-07 to TR-10 - Product Features	135	75
TR-11 to TR-15 - Product Operations	295	150
TR-16 to TR-19 - Project Management and Implementation	70	NA
TR-20 to TR-21 - Training and Transition	65	NA
TR-22 to TR-25 - Post Implementation Support and Maintenance	50	NA
Total Technical Score	905	NA
Total Technical Prorated Score Bidders technical score _____ * 70 = Total Max Technical Score (905)	70	NA
Financial Score	30	NA
OVERALL TOTAL SCORE (technical + financial)	100	NA

For greater certainty, the point score on the financial proposal (out of thirty (30) points) will be added to the point score on the technical proposal (out of seventy (70) points) to determine the

total score for a proposal (out of one hundred (100) points). The Proponent with the proposal receiving the highest overall total score (Technical + Financial) will be deemed to represent best value to the OAG, and will be declared the Successful Proponent. The Successful Proponent will be invited to pilot their solution as per 2.4.2.

In the event that two or more proposals receive the same overall score, the proposal with the lowest total cost will be deemed to represent best value to the OAG, and will be declared the Successful Proponent.

SECTION 5

5 CONTRACT TERMS AND CONDITIONS

The contract issued as a result of this RFP will include the following key terms and conditions.

5.1 SECURITY CLEARANCE

All Contractor personnel accessing OAG networks and/or accessing OAG physical office space **must** possess a valid Government of Canada Security Clearance at a minimum level of **Reliability** status. **Clearance must be in place prior to accessing OAG premises and systems.** Contractors will be expected to understand and adhere to the OAG Code of Professional Conduct and the OAG Security Policy. Contractors will sign an undertaking of non-disclosure of information that will require, among other things; that all files and other OAG information are to remain the property of the OAG; that no copies or transcripts of any kind will be made of this information, and that information obtained during the course of the engagement will not otherwise be disclosed. It may be necessary to restrict contractor access to particularly sensitive information.

The OAG will confirm and/or arrange for the security clearance of contractor personnel as required prior to contract award.

5.2 PRIORITY OF DOCUMENTS

The documents specified below form part of and will be incorporated into the resulting contract. If there is a discrepancy between the wording of one document and the wording of any other document which appears on the list, the wording of the document which first appears on the list shall prevail over the wording of any document which subsequently appears on the list:

- I. The contract document;
- II. This Request for Proposal;
- III. The proponent's proposal;

5.3 GENERAL CONDITIONS

General Terms and Conditions

WHEREAS the Contractor is particularly qualified to provide the services contemplated by this agreement;

WHEREAS the Contractor is willing to provide the services contemplated by this agreement; and

WHEREAS the minimum security clearance required for this contract shall be maintained by the Contractor and/or individual(s) engaged to perform the work under this contract.

WITNESSETH:

IN CONSIDERATION of the mutual agreements hereinafter set forth and contained the parties agree as follows:

1. The Contractor shall:
 - i) make available the services (“Services”) of the consultant/advisor/resource and/or individual(s) identified on page in “Description of Items” section of the Contract for Services or Goods; and
 - ii) carry out all his obligations as described in accordance to **Appendix 1 – Statement of Work.**
2. The Auditor General shall
 - (a) pay the Contractor a fee as prescribed in the “Total” section of the Contract for Services or Goods for the provision of the Services, subject to the limitation of paragraph 4; and
3.
 - (a) The Contractor’s services will be required for the period identified in the “Description of Items” section of the Contract for Services or Goods.
 - (b) This agreement, made in duplicate, comes into effect upon the signature of both parties and remains in force until the date identified in the “Description of Items” section of the Contract for Services or Goods, unless cancelled as per the termination process identified in paragraph 6.
4.
 - (a) Total payments under this agreement will not exceed the amount in the “Total” section of the Contract for Services or Goods including the applicable taxes on the supply of services. Payment by the Auditor General shall be made within thirty (30) days of the date the Contractor’s invoice is received.
 - (b) Payment of Year 1 Costs will be made upon inspection and written acceptance of the NAC Solution by the OAG after delivery and implementation of all line items. Other payments for licensing, maintenance and support costs in subsequent years will be made in advance on an annual basis within thirty (30) days of receipt of a satisfactory invoice.
5. The Auditor General will pay to the Contractor the Applicable Taxes on the supply of services. The Contractor will remit to the Receiver General, in accordance with the provisions of the Excise Tax Act, the Applicable Taxes received in respect of the supply of services under this agreement.
6. This agreement may be terminated:
 - (a) if the Contractor dies or becomes incapacitated (*where the Contractor is a sole proprietor*); or
 - (b) by either party hereto upon 30 days’ notice of termination in writing; or
 - (c) forthwith by the Auditor General by notice in writing if, in its sole and unfettered discretion, determines that the services of the Contractor hereunder are not satisfactory.
7. In the event that the assigned individual(s) is unable to complete the work to the satisfaction of the Auditor General, the Contractor will provide, subject to the concurrence of the Auditor General, an alternate with the requisite expertise to complete the assignment.

8. This agreement is a contract for the performance of a service, and the Contractor is engaged under the contract as an independent contractor for the sole purpose of providing a service. Neither the Contractor nor the Contractor's personnel, if applicable, is engaged by the contract as an employee, servant or agent of Her Majesty. The Contractor agrees to be solely responsible for any and all payments and/or deductions required to be made, including those required for Canada or Quebec Pension Plans, Employment Insurance, Workers' Compensation, or Income Tax.

9. The Contractor shall treat all information that comes to his/her attention by virtue of carrying out the work under this agreement as privileged and confidential and will not disclose it to any third party either during the course of or after termination of this agreement except as may be necessary to perform the duties hereunder.

10. The Contractor agrees that all documents, reports, papers or other matters produced by the Contractor pursuant to the services provided or to be provided hereunder shall be the sole and exclusive property of Her Majesty and shall not be disclosed for any purpose to any third party without the prior written permission of the Auditor General or delegate.

11. The Contractor agrees to abide by the laws of Canada, including laws relating to copyright and specifically agrees not to transfer or copy by any electronic or other means any software owned by or licensed to the Auditor General. The Contractor also agrees that such software is only to be used for the purposes of work carried out on behalf of the Auditor General and for no other purpose.

12. The Contractor declares that, on or before entering into the contract, he/she has not, directly or indirectly, paid or agreed to pay and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or to obtain the contract if the payment of the fee requires or would require the individual to file a return under section 5 of the *Lobbyists Registration Act*.

13. The Contractor declares that, on or before entering into the contract, he/she has not been convicted of an offence, other than an offence for which a pardon has been granted, under section 121, 124 or 418 of the *Criminal Code*.

14. The Contractor consents, in the case of a contract with a value in excess of \$10,000 (including taxes), to the public disclosure of basic information, other than information described in any of paragraphs 20(1)(a) to (d) of the *Access to Information Act*, relating to the contract.

15. The Contractor consents, in the case of a contract with a value in excess of \$10,000 (including taxes), to the public disclosure of basic information with respect to being a former public servant in receipt of a pension under the *Public Service Superannuation Act*, in accordance with the *Guidelines on the Proactive Disclosure of Contracts*.

16. If the Contractor makes a false declaration under paragraph 12 or 13 or fails to comply with the terms set out in paragraphs 14 or 15, it is an act of default under the contract and the Contractor agrees, in addition to any other remedies that may be available against the Contractor, to immediately return any advance payments and agrees that the Auditor General may terminate the contract.

17. The Contractor agrees that his/her activities in any workplace of the Auditor General shall not endanger the health and safety of employees of the Auditor General.

18. No Member of the House of Commons shall be admitted to any part of this agreement or to any benefit arising therefrom.

19. The Contractor acknowledges having received and read the “*Code of Values, Ethics & Professional Conduct for the Office of the Auditor General of Canada*” and agrees to be bound to its terms. In accordance with the Code, the Contractor agrees that he/she has discussed with the Auditor General all actual and potential conflicts of interest that may affect his/her work with the Auditor General.

20. The Contractor shall not assign the benefit or burden of this agreement to any other person, firm or company.

21. This agreement shall for all purposes be governed by and construed in accordance with the laws of the Province of Ontario.

22. In accordance with the *Financial Administration Act*, payment under the contract is subject to an appropriation for the particular service for the fiscal year in which any commitment hereunder would come in course of payment.

23. The parties understand that the Procurement Ombudsman appointed pursuant to subsection 22.1(1) of the *Department of Public Works and Government Services Act* will:

- a) On request, and consent of the parties, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, and may provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute.

- b) Review a complaint filed by the Contractor respecting administration of this contract if the requirements of subsection 22.2(1) of the *Department of Public Works and Government Services Act* and sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at opo-boa@opo-boa.gc.ca

5.4 SUPPLEMENTARY CONDITIONS

- i. The Contractor shall provide all manufacturers' documentation for all Equipment Implemented as part of the NAC. The Contractor shall include all manuals necessary to manage (e.g., configure, operate) the NAC Solution.
- ii. The Contractor shall guarantee the NAC, or portions thereof, will not be discontinued by the manufacturer for at least 3 (three) years.
- iii. The Contractor shall adhere to the OAG's rules for accessing the OAG locations for the NAC Implementation.
- iv. The Contractor shall adhere to the OAG's direction with respect to shipping/receiving and storage logistics of Equipment intended to be sent to the OAG.
- v. The Contractor shall ensure any Implementation activities do not compromise the integrity of OAG property. Any costs to repair damages made to the OAG property by the Contractor will be borne solely and entirely by the Contractor.
- vi. The Contractor shall ensure all resources directly responsible for managing the Implementation of the Proposed Solution are trained, experienced and properly credentialed personnel to install and test the services. The Contractor shall utilize Industry accepted standards. The Contractor shall collaborate with the OAG, including the OAG contractors, and any others to develop a master schedule for the Implementation.
- vii. The Contractor shall ensure the NAC is Implemented by manufacturer certified technicians or specialists.
- viii. The Contractor shall keep the NAC service escalation process and contact information current and update the OAG when changes occur. The service escalation process allows the OAG to effectively interface with the Contractor for service, support, maintenance or any other activity with respect to keeping the NAC working to OAG's expectations.

5.5 LICENSED SOFTWARE TERMS

01 INTERPRETATION

1. In the Contract, unless the context otherwise requires,

"Client"

means the OAG, or, in the event of a transfer under section 08 below, the department, agency or Crown corporation to whom the Licensed Software is transferred.

"Device"

means equipment having a physical central processor unit (CPU), mass storage and input output devices such as keyboard and monitor and includes servers, desktops, workstations, notebooks, laptops, personal digital assistants and mobile computing equipment.

"General Conditions"

means the general conditions that form part of the Contract;

"Licensed Programs"

means all of the computer programs, in object-code form, which must be provided by the Contractor to OAG under the Contract, and include all patches, fixes and other code that may be delivered to OAG under the Contract, including any code provided as part of the warranty, maintenance, or support;

"Licensed Software"

means the Licensed Programs and the Software Documentation collectively;

"Media"

means the material or medium on which the Licensed Programs are stored for delivery to OAG, including electronic media such as magnetic disks or electronic downloads. Media does not include the Licensed Software stored on the Media;

"Software Documentation"

means all of the manuals, handbooks, user guides and other human-readable material to be provided by the Contractor to OAG under the Contract for use with the Licensed Programs, whether that material is to be provided in printed form or on Media;

"User"

means an individual authorized by the Client to use the Licensed Software under the Contract and for the purposes of these supplemental general conditions, includes any employee, agent or contractor authorized to use the Licensed Software.

2. Words and expressions defined in the General Conditions and used in these supplemental terms have the meanings given to them in the General Conditions unless provided otherwise. If the General Conditions contain sections entitled "Ownership" and "Warranty", those sections do not apply to the Licensed Software and the Media. Instead,

the ownership and warranty provisions in these supplemental terms apply to the Licensed Software and the Media.

3. If there is any inconsistency between the General Conditions and these supplemental general Conditions, the applicable provisions of these supplemental terms will prevail.

02 LICENSE GRANT

1. The Contractor grants to OAG a non-exclusive license to use and reproduce the Licensed Software in accordance with the conditions of the Contract.
2. Subject to the transfer rights described in section 08, the Client is the only entity authorized to use and reproduce the Licensed Software on behalf of OAG.
3. Unless provided otherwise in the Contract, the license granted under the Contract is unaffected by changes in the Client's environment, such as changes to the operating system, types of Devices, or other software products used by the Client from time to time in addition to the Licensed Software.
4. Unless provided otherwise in the Contract, the license granted under the Contract is a User License as described in section 04 below.
5. The Contractor must provide the English language version of the Licensed Software and, if available, the French version of the Licensed Software.

03 OWNERSHIP

1. OAG acknowledges that ownership of the Licensed Software belongs to the Contractor or its licensor and is not transferred to OAG. As a result, any reference in the Contract to any part of Licensed Software as a deliverable must be interpreted as a reference to the license to use that Licensed Software, not to own the Licensed Software.
2. OAG acknowledges that, in performing any warranty, maintenance, support and professional services related to the Licensed Software (if required under the Contract), the Contractor and its employees, agents, and subcontractors may develop and share with OAG ideas, know-how, teaching techniques and other intellectual property. Unless otherwise provided in the Contract, ownership to that intellectual property will remain with the Contractor. As long as the Contractor at all times observes the confidentiality provisions of the Contract, the Contractor will be entitled to use that intellectual property for whatever purposes it sees fit, including in the services it provides to its other customers, on the condition that OAG also has the right to use that intellectual property for its own business purposes at no additional cost. The Contractor agrees that all data, know-how or other intellectual property created or owned by OAG will remain the property of OAG, regardless of whether that data is created, processed, or stored using the Licensed Software.

04 USER LICENSE

Unless provided otherwise in the Contract, a "User License" entitles the designated number of Users specified in the Contract to access, install, copy, deploy, test and use the Licensed Software for government purposes unrestricted by the number or type of installations, locations, servers, processors, data, documents, transactions, platforms, devices, networks, operating systems, application program interfaces or operating environments that a User may be using or processing at any time including any equipment required to allow Users to work remotely; all without requiring the purchase of any further licenses or rights.

05 DEVICE LICENSE

Unless provided otherwise in the Contract, a "Device License" entitles Users to access, install, copy, deploy, test and use the Licensed Software for government purposes on the designated number of Devices specified in the Contract without requiring OAG to purchase any additional licenses to software or components; all without any restriction on the use of associated peripheral equipment. The Device License allows the Client to use the Licensed Software unrestricted by the number or type of Users, data, documents and/or transactions a Client or a User may be using or processing at any time, or the location of a Device.

06 ENTITY LICENSE

Unless provided otherwise in the Contract, an "Entity License" entitles the Client to use the Licensed Software for government purposes throughout the entity in association with any number of Devices or by any number of Users. The Entity License allows the Client to use the Licensed Software in whole or in part, unrestricted by the number or type of Users, data, documents and/or transactions a Client or a User may be using or processing at any time, or the location of the Device.

07 DISABLING CODES

1. If the Licensed Software contains any features, functions or characteristics ("Disabling Codes") that might cause the Licensed Software to be unusable by OAG without passwords, authorization codes or similar information, the Contractor must provide to OAG, in advance and on an ongoing basis, provided OAG is not in default of its obligations regarding the use of the Licensed Software, all the information required by OAG to continue to use the Licensed Software.
2. If the license is perpetual, the Contractor must deliver this information regardless of whether the Contract has otherwise expired and regardless of whether OAG is currently receiving maintenance or support for the Licensed Software.
3. If the existence or characteristics of any Disabling Code are not known to the Contractor, but the Contractor later becomes aware of them, the Contractor must correct or remove the Disabling Code from the Licensed Software or take whatever other steps are necessary to ensure that OAG is able to continue using the Licensed Software.

08 LICENSED SOFTWARE - TRANSFER

The license to use the Licensed Software under the Contract is transferable by OAG under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department, corporation or agency, as defined in the [Financial Administration Act](#), R.S.C. 1985, c. F-11, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the [Department of Public Works and Government Services Act](#), S.C. 1996, c. 16, as long as OAG informs the Contractor of the transfer within thirty (30) days of the transfer occurring. For the purposes of this section, in the circumstances where an Entity License is transferred, such license will be capped at the number of users in the OAG before the transfer.

09 SOFTWARE DOCUMENTATION

1. Copyright in the Software Documentation will not be owned by or transferred to OAG. However, OAG has the right to use the Software Documentation and may, for its own internal purposes, copy it for use by individuals using or supporting the Licensed Software, as long as OAG includes any copyright and/or proprietary right notice that was part of the original document in any copy. Unless provided otherwise in the Contract,

OAG must not otherwise reproduce the Software Documentation without first obtaining the written consent of the Contractor.

2. The Contractor guarantees that the Software Documentation contains enough detail to permit a User to access, install, copy, deploy, test and use all features of the Licensed Programs. If the source code for the Licensed Programs must be provided to OAG under the Contract, the Contractor guarantees that the code provided will contain enough detail to permit a programmer, experienced in the use of the programming language or languages in which the source code is written, to modify the Licensed Programs.
3. If the Software Documentation is available in both of the two official languages of OAG, the Contractor must deliver it in both French and English. If the Software Documentation is only available in either English or French, it may be delivered in that language; however, OAG then has the right to translate it. OAG owns any translation and is under no obligation to provide it to the Contractor. OAG will include any copyright and/or proprietary right notice that was part of the original document in any translation. The Contractor is not responsible for technical errors that arise as a result of any translation made by OAG.
4. Unless provided otherwise in the Contract, at no additional cost to OAG, the Contractor must update the Software Documentation throughout the period of the Contract to the most current release level consistent with the Licensed Software delivered under the Contract. The Contractor must provide these updates to OAG within ten (10) days of the update being available. These updates must include supporting documentation for all modifications to the Licensed Software, including new versions and new releases that OAG is entitled to receive under the Contract and must identify any problems resolved, enhancements made, or features added to the Licensed Software, together with installation instructions.

10 MEDIA

1. The Contractor must deliver the Licensed Programs to OAG on the medium of OAG's choice from among those the Contractor makes available to its other customers (for example, CD-ROM or Internet download). The Contractor agrees that OAG may distribute the Licensed Software to Users on OAG's choice of Media.
2. The Contractor guarantees that the Media will be compatible with the computer systems, as detailed in the Contract, on which the Licensed Programs will be installed. The Contractor also guarantees that the Media, as supplied by the Contractor, will be free from computer viruses.
3. OAG will own the Media once it has been delivered to and accepted by or on behalf of OAG.

11 TERM OF LICENSE

1. Unless provided otherwise in the Contract, OAG's license to use the Licensed Software is perpetual, regardless of any termination of the Contract by mutual consent, for the convenience of OAG or for default of the Contractor, as long as OAG has paid for the license to the Licensed Software. Any perpetual license granted under the Contract can only be terminated by the Contractor in accordance with subsection 2 below.
2. The Contractor may terminate OAG's license with respect to the Licensed Software by giving the Contracting Authority written notice to that effect if OAG is in breach of its license with respect to the Licensed Software, or fails to pay for the license in accordance with the Contract, and if that breach continues for a period of thirty (30) days after the

Contracting Authority receives written notice from the Contractor giving particulars of the breach.

12 ACCEPTANCE

1. **Work Subject to Acceptance:** All Licensed Programs delivered and all services provided under the Contract are subject to inspection by OAG. If any of the Licensed Programs does not meet all the requirements of the Contract, OAG may reject it or require that it be corrected, at the sole expense of the Contractor, before recommending payment.
2. **Effect of Acceptance:** Acceptance by OAG does not relieve the Contractor of any responsibility for defects or other failures to meet the requirements of the Contract or the Contractor's responsibilities with respect to warranty, maintenance or support under the Contract.
3. **Period of Acceptance:** Unless provided otherwise in the Contract, the acceptance procedures are as follows:
 - a. when the Work is complete, the Contractor must notify the Technical or Project Authority in writing, with a copy to the Contracting Authority, by referring to this provision of the Contract and requesting acceptance of the Work;
 - b. OAG will have thirty (30) days from receipt of the notice to perform its inspection (the "Acceptance Period").
4. If OAG provides notice of a deficiency during the Acceptance Period, the Contractor must address the deficiency as soon as possible and notify OAG in writing once the Work is complete, at which time OAG will be entitled to re-inspect the Work before acceptance and the Acceptance Period will begin again.

13 RIGHT TO LICENSE

1. The Contractor guarantees that it has the right to license the Licensed Software and full power and authority to grant to OAG all the rights granted under the Contract. The Contractor also guarantees that all necessary consents to that grant have been obtained.
2. The Parties agree that only the conditions that expressly form part of the Contract by being written out in full in the Articles of Agreement or an annex to the Contract listed in the Priority of Documents section in the Articles of Agreement form part of the Contract. Any conditions accompanying or enclosed with the Licensed Software, if any, do not form part of the Contract and, therefore, are not part of OAG's license and do not affect the rights of the Parties in any way. The Contractor agrees that in no event will OAG or any Client or User be required to enter into any additional license agreement with respect to the Licensed Software or any portion of it. The Contractor acknowledges that any additional license agreement relating to the Licensed Software signed by anyone other than the Contract signatories is void and of no effect.
3. OAG is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary.

14 ENHANCEMENTS AND IMPROVEMENTS

The Contractor agrees to provide OAG with all improvements, updates, upgrades and enhancements to the Licensed Software for ninety (90) days following the acceptance of the Licensed Software.

15 WARRANTY

1. In this section, unless provided otherwise in the Contract, "Software Warranty Period" means a period of ninety (90) days from the date on which the Licensed Software is accepted in accordance with the conditions of the Contract, except for warranty work and any other maintenance and support work that is scheduled under the Contract to be performed after the start of the Software Warranty Period.
2. The Contractor warrants that, during the Software Warranty Period, the Licensed Programs will operate on the computer system or systems on which the Licensed Programs are installed in accordance with the Software Documentation that is associated with the Licensed Programs, as well as the Specifications set out in the Contract, if any. If the Licensed Programs fail to meet this warranty at any time during the Software Warranty Period, the Contractor, if requested by OAG, must, as soon as possible, correct, at the Contractor's expense, any programming errors and defects and make any additions, modifications or adjustments to the Licensed Software that are necessary to keep the Licensed Programs in operating order, in accordance with the Software Documentation that is associated with the Licensed Programs and the Specifications.
3. Although the Contractor must use all reasonable efforts to provide permanent corrections for all software errors, OAG acknowledges that certain errors may not be permanently corrected by the Contractor under the warranty. The Contractor must provide a software patch or by-pass around the error in all cases where the error will not be permanently corrected. As a minimum, any such software patch or by-pass must cause the Licensed Programs to meet the functional and performance criteria set out in the Software Documentation associated with the Licensed Programs and the Specifications.
4. The Contractor warrants that, throughout the Software Warranty Period, the Software Documentation will be free from all defects in materials and will conform with the requirements of the Contract. If OAG discovers a defect or non-conformance in any part of the Software Documentation during the Software Warranty Period, the Contractor must, if requested by OAG, as soon as possible, correct, at the Contractor's expense, the part of the Software Documentation found to be defective or not in conformance with the requirements of the Contract.
5. The Contractor warrants that, throughout the Software Warranty Period, the Media will be free from all defects in materials or workmanship, and will conform with the requirements of the Contract. OAG may return non-conforming or defective Media to the Contractor within the Software Warranty Period, with notice of the non-conformance or the defect, and the Contractor must promptly replace that Media with corrected Media at no additional cost to OAG.
6. If the Contractor must perform support services with respect to the Licensed Software during the Software Warranty Period, it is agreed that the provisions concerning support will not be interpreted so as to derogate from the warranty provisions set out in this section.
7. The warranties set out in this section will survive inspection and acceptance of the Work by or on behalf of OAG, and do not restrict any other provision of the Contract or any condition, warranty or provision imposed by law.

16 SOURCE CODE ESCROW

If requested by OAG, the Contractor must put in place for OAG, at no additional charge, whatever escrow arrangements, if any, it usually puts in place for its customers, and must give OAG, within thirty (30) days from the date of the Contract, a copy of the agreement with its escrow agent which sets out the conditions under which the escrow agent is authorized to release the source code to OAG.

17 RIGHT TO MODIFY AND NO REVERSE ENGINEER

1. If the source code for the Licensed Programs is provided to OAG under the Contract, that code forms part of the "Licensed Software" for the purposes of the Contract. OAG will have the right, at OAG's discretion, to copy and modify the Licensed Software for OAG's own purposes and use, through the services of OAG's own employees or of independent contractors, as long as those contractors agree not to disclose or distribute any part of the Licensed Software to any other person or entity or otherwise violate the proprietary rights of the owner of the Licensed Software.
2. OAG will be the owner of any modifications contemplated in this clause, but will obtain no ownership interest in the Licensed Software, and any portion of the Licensed Software contained in those modifications will remain subject to the conditions of OAG's license. The Contractor must not incorporate any such modifications into its software for distribution to third parties unless OAG has granted the necessary distribution rights to the Contractor under a written license agreement. The provisions of this section do not prevent the Contractor or its third-party licensors from independently developing modifications. Unless provided otherwise in the Contract, OAG agrees not to reverse engineer the Licensed Software.

18 RISK OF LOSS

1. Risk of loss of or damage to the Licensed Software or the Media, or to any part of them, will pass to OAG upon delivery of the Licensed Software or the Media, or that part, to OAG.
2. Despite subsection 1, the Contractor will be liable for loss or damage to the Licensed Software or Media that is caused by the Contractor or any of its subcontractors after delivery.

19 DESTRUCTION ON TERMINATION OR EXPIRATION

In the event of termination or expiration of OAG's license, OAG will, if requested by the Contractor, either return all copies of the Licensed Software to the Contractor or, at OAG's option, will confirm in writing to the Contractor that all copies of the Licensed Software have been destroyed except for one copy, which OAG may retain for archival purposes only.

APPENDIX A: DECLARATIONS AND CERTIFICATIONS (MANDATORY)

The following declarations **must** be completed as appropriate and **must** be signed by an authorized official. This appendix must be submitted as part of the Bidder's technical proposal.

The OAG **WILL** declare any proposal non-compliant if it is not complete or signed.

1. Bidder's Business Information

Bidders **must** supply the following information:

Legal Name of Bidder	
Bidder's Business Address (including street address, city, country and postal code or their equivalents).	
Bidder's Telephone & Fax Numbers	
Point of Contact for Proposal (name, telephone and fax numbers and email address).	
Bidder's Business Number (PBN) and/or GST/HST number.	

2. Proposal Validity Period

The Bidder certifies that their proposal is valid in all respects for a period of not less than 60 days from the closing date of the RFP.

3. Employment Equity

1.1 The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement the employment equity, as a pre-condition to the validation of their bids. All Bidders must check the appropriate box(es) below. Failure to do so **WILL** render the proposal non-responsive.

1.2 Program requirements do not apply for the following reason(s):

1.3

- bid is less than \$1,000,000.00;
- this organization has fewer than 100 permanent part-time and/or full-time employees;
- this organization is a federally regulated employer;

1.4 **or** program requirements do apply:

1.5

- copy of signed Certificate of Commitment is enclosed; or

Certificate number is: _____

Note: The Federal Contractors Program for Employment Equity applies to Canadian-based Bidders only.

4. Certification of Education and Experience

1.6 The Bidder certifies that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the Office of the Auditor General of Canada reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive or in other action which the OAG may consider appropriate.

5. Certification of Availability and Status of Personnel

Availability of Personnel:

The Bidder certifies that, should it be awarded a contract as a result of this solicitation, the Bidder's resources who are to be assigned to a given project will be available to commence performance of the work within seven (7) days, and will remain available to perform the work.

Status of Personnel:

If the Bidder has proposed any person in fulfillment of this requirement who is not an employee of the Bidder, the Bidder hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfillment of this requirement and to submit such person's CV to the OAG. As well, the Bidder hereby certifies that the proposed person is aware that overtime may be required and is willing to comply.

During the bid evaluation, the Bidder **MUST**, upon the request of the OAG, provide a copy of such written permission, in relation to any or all non-employees proposed. The Bidder agrees that failure to comply with such a request may lead to disqualification of the Bidder's proposal from further consideration.

6. Certification of Former Public Servant in Receipt of a Pension

Is the Bidder a former public servant (FPS) in receipt of a pension under the *Public Service Superannuation Act* (PSSA)?

Yes () No ()

If so, the Bidder must provide the following information:

- Name of public servant
- Date of termination of employment or retirement from the Public Service

If the Bidder is a former public servant in receipt of a pension under the PSSA, the Bidder acknowledges and agrees that the contract with the Auditor General will be reported on the OAG website as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

A former public servant under PSSA (*) is defined as:

- a. An individual,
- b. An individual that has incorporated,
- c. A partnership made of former public servants in receipt of PSSA pensions, or
- d. A sole proprietorship or entity where the affected individual has a controlling (**) or majority interest (50% + 1) in the entity,

(*) It does not include pensions payable pursuant to Canadian Forces Superannuation, Defence Services Pension Continuation, Royal Mounted Police Superannuation, Members of Parliament Retiring Allowances and Canada Pension Plan.

(**) For this purpose, "controlling" includes everyone, but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, where individuals or directors, directly or indirectly either controls or has the power to control the other(s).

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes () No ()**

If so, the Bidder must provide the following information:

- Name of public servant
- Conditions of the lump sum payment incentive
- Date of termination of employment
- Amount of lump sum payment
- Rate of pay on which lump sum payment is based
- Period of lump sum payment including start date, end date and number of weeks
- Number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program

A *lump sum payment* period means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner. For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

AUTHORIZED SIGNATORY

By submitting a proposal and signing below, the Bidder certifies that the information submitted in response to the above requirements is accurate and complete. Proposals must be signed to be evaluated.

AUTHORIZED SIGNATORY			
SIGNATURE:		DATE	
NAME OF OFFICIAL (please print):			

APPENDIX B: MANDATORY REQUIREMENTS CHECKLIST—CONTRACTING

Proponent's **MUST** complete the following table and submit it as part of their technical proposal.

Item	MANDATORY REQUIREMENTS	Compliant?		Location in Proposal
		Yes	No	
MC-1	Proponents MUST complete and sign all certifications required in Appendix A of this RFP and attach them as Appendix A of their technical proposal.			
MC-2	Proponents MUST provide the full Total Cost of Ownership (including option years) using the chart formats provided in Sections 3.4.			

APPENDIX C: EVALUATION CRITERIA AND SCORING GRID

Proposals meeting the mandatory requirements will be evaluated using criteria and scoring systems described below.

Req. Identifier	Rated Requirement	Maximum Points	Score
CR-01	<p>Assessment of Escalation Process. Proponents should describe their support model, their escalation process and contact information to be used in the event of problems (during Implementation and post-Implementation of the NAC) or any other OAG requests.</p> <p>The description of the support model should clearly identify the key elements required to provide user support.</p>	20	
CR-02	<p>Assessment of Quality System. Proponents should have a rigorous Quality Assurance methodology to ensure the accuracy, ease of use, security and quality of the proposed solution. Proponents should describe how they ensure the quality of the Equipment provided in their solution including maintenance fixes and updates.</p> <p>A measurement of process maturity that determines effectiveness in delivering quality product (hardware/software) is in use; for example, Information Technology Infrastructure Library (ITIL) or International Organization for Standardization (ISO).</p>	20	
CR-03.1	<p>Assessment of Proponent's Financial Stability, Experience and Support Capabilities. Proponents should provide a brief history of the company, including financial stability and experience in the manufacturing, implementation and support of the proposed Solution. In addition:</p> <ul style="list-style-type: none"> ➤ If the Proponent does not manufacture the proposed solution, the Proponent should provide the manufacturer's name and Proponent/manufacturer relationship. ➤ If the Proponent does not provide installation, warranty or maintenance services, the Proponent should explain the Proponent/manufacturer/subcontractor responsibilities including future support for proposed Solution. 	10	
CR-03.2	<p>Proponents should describe their experience gained implementing like NAC solutions in other projects for similar types of environments. Proponents should provide details on how the experience gained during these projects will enhance the successful delivery of this Solution.</p> <p>The Proponent should have Enterprise Security or IT / Information Security as one of their primary business line.</p> <ul style="list-style-type: none"> ➤ 75 points for greater than 8 similar Solutions Implemented; ➤ 50 points for 5-7 similar Solutions Implemented; ➤ 25 points for 3-4 similar Solutions Implemented; ➤ 0 points for <3 similar Solutions Implemented. 	10	

Req. Identifier	Rated Requirement	Maximum Points	Score
CR-03.3	Proponents should describe their availability for 24-hour, 7 day a week support and describe remote and on-site capabilities. Proponents should describe whether support is via an automated system, user forums, chat, remote control, via telephone and/or any other method.	10	
	Subtotal for CR-03:	30	
CR-04	<p>Assessment of the Reference Sites. Proponents should provide detailed information on three reference sites whose requirements are similar to the NAC solution the OAG is requesting. The response should include the following information: name, telephone number and e-mail address of the project authority and year the solution was implemented (see Section 2.8 for suggested table format).</p> <ul style="list-style-type: none"> ➤ 30 points if all three (3) references have implemented similar solutions to the OAG ➤ 20 points if two (2) references have implemented similar solutions to the OAG ➤ 10 points if one (1) reference has implemented similar Solution to the OAG ➤ 0 points if no reference has implemented similar Solution to the OAG <p>References may be contacted to help validate the proposed solution's capabilities. References may be contacted during any phase of the evaluation process.</p>	30	

Product Architecture

	Maximum Points	Minimum Score	Score
TR-01 Deployment			
<p>Proponents should describe how they will Implement the proposed NAC Solution to connect to the various network elements and meet the capacity, functionality and feature requirements outlined in Sections 2.2 and 2.4.</p> <p>In addition, the proposed solution should provide the following capability:</p> <ul style="list-style-type: none"> • Fully centralized (central collection, central analysis & alerting and management). <p>The proposed solution should also be deployed using either:</p> <ul style="list-style-type: none"> • Appliance-Based (fully centralized) or • Virtual machine-based (virtual appliances for collection and analysis & alerting) 	10	5	

	If the proposed solution is appliance-based, Proponents should indicate any internal redundancy/resiliency capabilities (i.e. internally redundant hardware) and external redundancy/resiliency capabilities (i.e. failover devices) that are part of, or can be made part of the proposed solution.			
TR-02 Infrastructure/Licenses				
TR-02.1	Based on the provided enterprise description, Proponents should indicate how many system components (i.e. collectors / aggregators / analyzers / sensors, etc.) and what type (if the proposed Solution is based on point capability solutions) will be required for optimal levels of network protection. Proponents should also provide justification for that number of devices/licenses. Where multiple devices/licenses are required, Proponents should indicate which model is necessary in each specific case and provide justification for that model of device/license.	20	10	
TR-02.2	Proponents should indicate all of the licensing details for the proposed Solution, such as whether it is periodic or perpetual, whether it is licensed by seat or IP address, or otherwise.	10	5	
Subtotal for Infrastructure/Licenses:		30	15	
TR-03 Supporting Devices				
	Proponents should indicate whether the proposed Solution requires a separate and/or dedicated reporting device/license. If a separate and dedicated reporting device/license is not required, but one is available, indicate the reporting enhancements provided by this device/license. Ideally , the solution does not require a separate and/or dedicated reporting device/license.	20	10	
TR-04 Scalability				
	Proponents should indicate the degree to which the proposed Solution can be scaled. Indicate both the degree to which an individual collector/aggregator/analyzer can be scaled (that is, have its performance increased/enhanced without being replaced), as well as the degree to which the system as a whole can be scaled (that is, the number of individual collectors/aggregators/analyzers that can be effectively managed via the management interface).	20	10	
TR-05 System Integration				

TR-05.1	<p>The solution should work over a wired, optical, or wireless network, and should not require the installation of any end-user agent for proper device identification. The solution must also be able to perform any pre- and post-admission checks and quarantine any networked endpoints regardless of the operating system of the endpoint. The proponent should explain how their solution supports differing operating systems and networked devices such as laptops, desktops, IP phones & call managers, servers, printers and mobile devices.</p>	20	10	
TR-05.2	<p>The proponent should indicate that the solution does either of the following:</p> <ul style="list-style-type: none"> - Provide a complete audit trail of all connections to the network - both wired and wireless. This should include a user-friendly interface to search and query this data. - OR - Forward complete audit trail to popular commercial SIEM offerings. 	10	5	
TR-05.3	<p>The Proponent's proposed solution should indicate which type(s) (if any) of the following enterprise solutions it can integrate without customization (i.e. out of the box):</p> <ul style="list-style-type: none"> • Perimeter anti-malware solutions • Firewall/UTM solutions • Intrusion detection/prevention solutions • Managed network switches • Managed routers • Application servers (application logs) • Database servers (database logs) • Web servers • Communications servers (email, unified communications, VOIP, etc....) • Workstation security solutions (anti-virus, anti-malware, desktop IDS, etc....) • Identity and Access Management systems • Configuration Management Database • Workstation and server operating systems • Security Incident Event Managers (SIEMs) • Centralized Anti-Malware / Anti-Virus systems 	40	25	
Subtotal for Infrastructure/Licenses:		70	40	
TR-06 Enforcement				

	<p>The Proponent is to indicate whether the proposed solution supports the following capabilities. Describe the specific capability in that area:</p> <ul style="list-style-type: none"> • Inline enforcement using captive portal • Out of band enforcement via VLAN assignment • Other type of enforcement not already mentioned 	40	20	
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	-----------	--

Product Features

Maximum Points	Minimum Score	Score
----------------	---------------	-------

TR-07 Registration and Authentication of devices/users

	<p>The solution should simplify device onboarding by streamlining the registration process. Onboarding of OAG devices should be initially configured in such a way that future OAG devices are automatically included, where no configuration change to the solution is required.</p> <p>Guest onboarding flexibility should include delegation to guest sponsors, as well as the option for guests to self-register their own devices - shifting the workload from IT to the end users.</p> <p>The Proponent is to indicate whether the proposed solution supports the following capabilities. Describe the specific capability in that area:</p> <ul style="list-style-type: none"> • MAC address authentication by type (device type, vendor, etc....) • MAC address authentication by pre-defined list • MAC notification • 802.1x authentication • Captive portal • SNMP • Link status • Active Directory • Email • SMS • RADIUS • LDAP • Machine name • Browser user agent 	50	30	
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	-----------	--

	<ul style="list-style-type: none"> Other forms of registration/onboarding not already mentioned 			
TR-08 Device specific behaviour				
	<p>The Solution should be capable of integrating with other security infrastructures of the OAG (like vulnerability management solution, firewall, intrusion preventions system, end-point security solutions, etc.) to isolate according to the identified threat and report that an isolation has taken place.</p> <p>The Proponent is to indicate whether the proposed solution supports the following correlation capabilities. Proponents should describe the specific capability in that area:</p> <ul style="list-style-type: none"> Detection of known/friend device places device on specific VLAN depending on device type, MAC address, or other criteria Detection of unknown/foe device places device on specific VLAN depending on device type, MAC address, or other criteria Detection of temporary or guest device places device on specific VLAN depending on device type, MAC address or other criteria Detection of infected or otherwise compromised/malicious device places device on specific VLAN depending on threat information from desktop anti-virus, IDS, vulnerability assessment tool, Microsoft Network Access Protection (NAP), SIEM alerts or other criteria Manual/administrative override of default action 	25	15	
TR-09 Analysis				
	The solution should be capable of providing an easy to understand, real-time view of the current network infrastructure, including identification of each device on the network by user, type, corporate, guest, etc....	20	10	
TR-10 QUARANTINE AND REMEDIATION				
	<p>The proposed solutions should automatically quarantine any device that fails an access, policy, or threat protocol. The ideal NAC solution can accomplish this quarantine without affecting other systems that are uninfected or compliant, and does not require specific network hardware or agents.</p> <p>When the NAC solution pulls a device off the network:</p>	40	20	

	<ul style="list-style-type: none"> • The device should be funneled to the remediation service appropriate to its quarantine, whether that is patch management, anti-virus and anti-spyware update services, malware removal tools, Internet-only access, or other services as defined by the network administrator. • The network administrator should have the ability to manually add and remove endpoints from network quarantine via an administrative console, and have access to the data streams emitted from devices in threat-based quarantine. • Devices in quarantine should not be able to contaminate other network devices, and the quarantine function should notify the network administrator and end user when a system has been placed in quarantine and why. The system should then lead the end user through a set of remediation steps that will bring the endpoint back into compliance and allow the end user to return to the network. • The solution should be able to alert other security solutions in the network of a quarantine and subsequent reinstatement of a system, such as a SIEM. 			

Product Operations

Maximum Points	Minimum Score	Score
----------------	---------------	-------

TR-11 Implementation and Configuration

	<p>Proponents should describe and demonstrate how they will implement a fully functional NAC with the following specifications:</p> <ul style="list-style-type: none"> • Capacity for 200 server class devices of varying Windows, Unix and Linux operating systems • Capacity for 100 layer 2 network devices • Capacity for at least 650 endpoint devices (laptops, desktops, tablets, etc....) • Near-real-time management • Real-time events analysis • Integration with disparate sources/sensors • Log/data retention for a minimum of 90 days 	100	50	
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----	----	--

	<ul style="list-style-type: none"> • Ability to utilize either a native database, networked database or SAN technology • NAC data is encrypted using AES with minimal impact on access • Rules and alerts are administrator-configurable • Rules and alerts are configurable via a GUI • Integration available for common operating system and network elements 			
<p>TR-12 On-Going Operations</p>				
	<p>Proponents should describe:</p> <ul style="list-style-type: none"> • The process by which the initial configuration of the proposed solution is performed. Include the implementation of any signature database(s), the creation of any rules, and the configuration of any and all settings required for optimal operations. • The process by which the initial configuration is updated and maintained. Include the update of any signature database(s), the update and/or modification of any rules, etc.... <p>The OAG is looking for a solution that is easy to maintain and does not require the analyst to log in continuously. Reports may be reviewed weekly or monthly and should not require extensive customization past the initial implementation. The proposed NAC Solution is expected to be as close as possible to an automated Security Operations Center (SOC). The Solution should be easily configurable based on rules. The analyst should never have to log in unless there is a need to investigate alerts, review reports or perform other similar tasks. This management interface will be able to limit configurable access for administrative controls, policy maintenance, and reporting based on the administrative permissions of those accessing the system. Ideally, the system will be able to group administrators according to their access permissions and apply restrictions to those groups rather than individual users.</p> <p>Proponents should demonstrate that their proposed solution provides a simple interface for managing day-to-day tasks “out of the box.” A simple interface can be described as an interface that requires a minimal number of mouse clicks for a user to perform specific tasks. For example, a user should not have to navigate through multiple screens to access information, to adjust configuration items or to define security/policy/rule.</p> <p>A simple user interface should be:</p> <ul style="list-style-type: none"> • Explorable: provides safe cancel and roll-back features with simple, visible and straightforward navigation. • Intuitive: the users can easily guess at the meaning and behavior of the features or capabilities. • Guiding: the appearance and organization of the interface easily guides the users through tasks, which can include 	<p>75</p>	<p>40</p>	

	<p>intrinsic help and/or informative feedback integrated within the interface.</p> <ul style="list-style-type: none"> Predictable: consistent behavior and appearance throughout. 			
TR-13 Alarming and Alerting				
	<p>Proponents should describe the process by which the management console can be configured to issue alarms and alerts:</p> <ul style="list-style-type: none"> Detail the different alarming/alerting mechanisms that can be configured and the manner in which they can be configured. Indicate whether the solution can integrate with third-party ticketing and workflow systems. Where integration is possible, indicate which platforms the proposed solution integrates with and describe the integration process. <p>The alerting mechanism should be able to:</p> <ul style="list-style-type: none"> Send repeated alerts, until such time as the incident is addressed or has been turned-off by authorized resources. Provide means for escalations, when the alerts are not addressed within stipulated time window, for various identified category of alerts. Provide manual alerting mechanism, used by administrators to manually raise alerts during discovery of anomalies, using custom alerts. On a real-time basis, alert the administrator(s) or nominated person, on identification/discovery of new information processing equipment or devices. Provide the capability to generate trend analysis reports. Natively integrate with common SIEM solutions <ul style="list-style-type: none"> Capacity to send alerts Capacity to perform actions based on alert from SIEM 	40	20	
TR-14 Auditing and Reporting				
	<p>Proponents should describe the auditing and reporting capabilities for captured logs and events. They should:</p> <ul style="list-style-type: none"> Address whether standard report templates exist, whether they should be constructed, or whether the system supports ad hoc reporting only. Where standard templates exist, indicate what types of reports they represent and in all cases indicate what types of information can be presented in reports. Specify if specific compliances mandates can be reported against; Indicate whether their proposed solution can integrate with third-party reporting solutions. Where integration is 	40	20	

	<p>possible, indicate which platforms the proposed solution integrates with and describe the integration process;</p> <ul style="list-style-type: none"> Indicate whether their proposed solution can produce a pictorial representation of the anomaly detected, highlighting all involved components and affected systems /applications/ services; and, Indicate whether their proposed solution provides for the export of log/event data (selective or complete). <p>The reporting capabilities should be able to provide the following at a minimum:</p> <ul style="list-style-type: none"> Capabilities to provide executive reports, of events/incidents, in a pictorial representation; Reports based on individual system; Reports based on specific service; Reports based on specific events/incidents; Reports based on application(s) in use; Reports based on location; Reports based on source & target; Reports based on specific timing/duration; Reports based on priority / criticality of the events/incidents; Reports based on impact (system / service / application/infrastructure unavailability); Reports based on ownership of system / equipment/application/service; Reports based on changes to system / equipment/application/service; Reports on exploited systems/equipment/application/service; and Reporting formats – at least two of the following formats “PDF, MS Excel, HTML & plain text” 			
TR-15 Backup and Recovery				
TR-15.1	Proponents should describe, for each major component of the NAC, the mechanism (and storage medium) for backing-up the software and configuration files; the time (duration) of the back-up should also be included. Proponents should describe how the NAC is restored from back-up files. Proponents should also include Implementation services to assist the OAG in setting up these back-ups; using existing OAG data storage equipment. OAG’s backup software is CommVault	10	5	
TR-15.2	Proponents should describe the process (including durations) to recover the NAC from a complete power outage situation.	10	5	
TR15.3	Proponents should describe the processes by which the command console can be backed up. Descriptions should address whether the back-up process in any way compromises operations and/or security.	10	5	

TR-15.4	Both backup and recovery should allow for full and incremental notions of backup to reduce the time and backup media requirements needed to perform storage of system state information. Incremental and full backup images of system state information can be stored on the proposed solution, but should be able to be downloaded from the system for storage external to the solution and to support off-site storage of backup images.	10	5	
Subtotal for Backup and Recovery:		40	20	

Project Management and Implementation

		Maximum Points	Score
TR-16 Project Management			
	Proponents should provide a dedicated project manager/lead for the duration of the Implementation of the NAC proposed Solution. Proponents should provide credentials and a CV of the project manager/lead along with references related to projects of similar complexity that the project manager has been involved with.	10	
TR-17 High Level Project Plan			
	Proponents should provide, in their response, a project plan, showing the high level activities, key dates, time frames, resources and dependencies for procuring and Implementing the NAC proposed Solution. The project plan will be used as a basis to establish the mutually agreed upon project implementation schedule and to establish a matrix for discounts for Contractor project delays.	10	
TR-18 Testing Process			
TR-18.1	Proponents should have a standard test methodology and documented process for testing proposed NAC Solutions. Proponents should provide a high-level test plan including the types of tests and measurements that will be performed to validate the proposed Solution. Included in the test plan should be the expected outcome of the tests to be performed.	15	
TR-18.2	Proponents should provide the OAG with a written Test Notification. The Test Notification should describe the proposed test(s) to be demonstrated and the NAC solution component(s) to be tested.	15	
Subtotal for Testing Process:		30	

TR-19 Commissioning Process			
TR-19.1	Proponents should have a standard methodology and documented process for commissioning the proposed Solution. Proponents should provide a high-level plan including the types of activities that will be performed to commission the proposed NAC Solution.	10	
TR-19.2	The plan should have defined steps with specific milestones covering all critical elements of the commissioning process. Included in the commissioning plan should be the expected outcome of the activities to be performed.	10	
Subtotal for Commissioning Process:		20	

Training and Transition

Maximum Points	Score
----------------	-------

TR-20 Training Program and Documentation			
TR-20.1	<p>Proponents should describe their training program and documentation process. Proponents should include descriptions of the following subjects in their proposal:</p> <ul style="list-style-type: none"> • How the quality of hardware/software documentation is assured; • How technical training is provided to both end-users and personnel (network, workstation and security administrators) who will be administrating the solution. <p>Proponent should describe how they will conduct end-user training, tailored specifically to the audience (e.g. network, workstation and security administrators). Please describe end-user training available and identify what is included in the proposed solution to respond to the requirement in section 2.4(v).</p>	20	
TR-20.2	For administrators, Proponents should support both online training and off-site classroom training. Proponents should describe online and off-site training capabilities. Proponents should also indicate any recommended administrator classes.	5	
TR-20.3	<p>Proponents should provide the OAG a copy of the system drawings necessary for the proper utilization of the proposed solution. These should include but are not limited to:</p> <ul style="list-style-type: none"> • System drawing including appropriate IP address for critical components and troubleshooting. 	5	

	<ul style="list-style-type: none"> Operating procedures and methods including diagnostic and test procedures. 		
TR-20.4	<p>Proponents should describe how they will ensure that the quality of the documentation material or user interface provided to the OAG as part of their proposed solution is of the highest quality. This description should include a description of how they ensure the quality of the French translation of this material, if available.</p> <p>Proponents should also describe their approach to ensuring that high quality materials will be available to the OAG in both official languages for maintenance fixes and updates.</p>	15	
Subtotal for Training and Documentation:		45	
TR-21 Transition Support Program			
	Proponents should describe how they would assist the OAG with technical staff readiness.	20	

Post Implementation Support and Maintenance

		Maximum Points	Score
TR-22 Warranty			
	<p>Proponents should describe the warranty program included as part of their proposed solution.</p> <p>The OAG expects that all maintenance during the warranty period and under any maintenance agreements will be performed by the Successful Proponent using qualified personnel at no additional cost to the OAG other than those charges identified in the applicable line item for warranty and maintenance support.</p>	10	
TR-23 Maintenance and Support			
TR-23.1	Proponents should provide their standard service level agreement including hardware replacement time frames (e.g., mean-time-to-acknowledge, mean-time-to-respond and mean-time-to-repair).	10	
TR-23.2	<p>The OAG expects that the Successful Proponent will provide a 24-hour a day, 7-day a week support center, as well as online service capabilities. Proponents should include descriptions of the support services they provide, Proponents should address the following subjects:</p> <ul style="list-style-type: none"> Toll-free telephone support; 	10	

	<ul style="list-style-type: none"> Any online (web) service request capabilities available to the OAG; On-site support when required; Technical support for upgrading the solution; Versions\updates are released at regular intervals; and, French and English language support. 		
Subtotal for Maintenance and Support:		20	
TR-24 Hardware Replacement and Sparing			
TR-24.1	Proponents should describe the impact to end-user service availability when replacing faulty major hardware components.	5	
TR-24.2	Proponents should provide a hardware sparing strategy, for the proposed NAC solution that balances on-site purchased spares versus a managed spare replacement (and Implementation) service.	5	
Subtotal for Hardware Replacement and Sparing:		10	
TR-25 Scheduled Maintenance			
TR-25.1	Proponents should list, for each major system component of the proposed NAC Solution, the expected scheduled maintenance activity and the impact to service or service feature availability of this activity.	5	
TR-25.2	Proponents should include the estimated time and/or manual effort involved in the scheduled maintenance activity in question (e.g., software upgrades, software fix/feature applications, hardware replacement/upgrades, and configuration changes).	5	
Subtotal for Scheduled Maintenance:		10	

APPENDIX D: PILOT SCENARIOS

DESCRIPTION OF SCENARIO	REMARKS
-------------------------	---------

<p>Scenario 1 – System overview</p> <p>Goal: To demonstrate the installed system, integration with existing OAG infrastructure, and provide an overview of the functionality. This will verify requirements described in TR-01, TR-02 and part of TR-05</p> <p>Installation:</p> <ul style="list-style-type: none"> a) Demonstrate that the system is installed and functional b) Configure system to utilize the OAG infrastructure (i.e. switches, routers, SIEM, Firewalls, etc...) c) Demonstrate any redundancy/resiliency capabilities d) Demonstrate license model e) Demonstrate role-based access control to the solution. 	
<p>Scenario 2 – Agentless OAG Onboarding</p> <p>Goal: To demonstrate the process of adding and configuring various systems to be under the control of the NAC. This will verify requirements described in TR-03, TR-05, and part of TR-07.</p> <p>Basic onboarding:</p> <ul style="list-style-type: none"> a) Demonstrate the process by which standard devices (e.g. <i>laptop, printer, etc...</i>) are added to the NAC system. b) Demonstrate the process by which the NAC will automatically onboard future standard devices. <p>Confirmation of friend/foe from source (e.g. Microsoft AD, firewalls, workstations, network switches, etc.).</p> <ul style="list-style-type: none"> a) Demonstrate that systems are properly identified as 'Friend'. b) Demonstrate that systems are properly identified as 'Foe'. c) Demonstrate that 'Friend' systems are granted appropriate network access. d) Demonstrate that 'Foe' systems are granted appropriate network access. e) Demonstrate enforcement types not already mentioned as per TR-06 <p>Reporting:</p> <ul style="list-style-type: none"> a) Demonstrate reporting of activities to date b) Demonstrate reporting of current state c) Demonstrate other reporting types and methods pertinent to the Onboarding process 	

<p>Scenario 3 –OAG Onboarding with local Agent software</p> <p>Goal: To demonstrate the process of adding and configuring various systems to be under the control of the NAC. This will verify requirements described in TR-03, TR-05, and part of TR-07.</p> <p>Basic onboarding:</p> <ul style="list-style-type: none"> c) Demonstrate the process by which standard devices (e.g. <i>laptop, printer, etc...</i>) are added to the NAC system. d) Demonstrate the process by which the NAC will automatically onboard future standard devices. <p>Confirmation of friend/foe from source (e.g. Microsoft AD, firewalls, workstations, network switches, etc.).</p> <ul style="list-style-type: none"> f) Demonstrate that systems are properly identified as 'Friend'. g) Demonstrate that systems are properly identified as 'Foe'. h) Demonstrate that 'Friend' systems are granted appropriate network access. i) Demonstrate that 'Foe' systems are granted appropriate network access. j) Demonstrate enforcement types not already mentioned as per TR-06 <p>Reporting:</p> <ul style="list-style-type: none"> d) Demonstrate reporting of activities to date e) Demonstrate reporting of current state f) Demonstrate other reporting types and methods pertinent to the Onboarding process 	
<p>Scenario 4 – Agentless Guest onboarding</p> <p>Goal: To demonstrate the process of adding and configuring various guest systems to be under the control of the NAC This will verify requirements described in TR-06, TR-07, part of TR-08</p> <p>Self-registration onboarding:</p> <ul style="list-style-type: none"> a) Demonstrate a non-OAG device self-registering via captive portal b) Demonstrate that said device cannot access OAG network resources except for registration portal <p>Onboarding via sponsor:</p> <ul style="list-style-type: none"> a) Demonstrate sponsored registration process <p>Reporting:</p> <ul style="list-style-type: none"> a) Demonstrate reporting of activities to date b) Demonstrate reporting of current state 	

c) Demonstrate other reporting types and methods pertinent to the Onboarding process	
--------------------------------------------------------------------------------------	--

<p>Scenario 5 – Remediation and Quarantine</p> <p>Goal: To demonstrate Solution capabilities to isolate/quarantine systems based on various requirements. This will verify requirements described in TR-05, TR-06, TR-08, TR-10, TR-13, TR-14.</p> <p>Standard reporting features</p> <ul style="list-style-type: none"> a) Demonstrate the process by which a device is quarantined manually by an administrator. b) Demonstrate the process by which a device is quarantined via non-compliance to patches, anti-virus, anti-spyware, etc.... c) Demonstrate the process by which a device is quarantined via local detection of malicious code. d) Demonstrate the process by which a device is quarantined via detection of malicious code by out of band systems (i.e. SIEM, firewall alert). <p>Reporting:</p> <ul style="list-style-type: none"> a) Demonstrate reporting of activities to date b) Demonstrate reporting of current state c) Demonstrate reporting event to SIEM. 	
<p>Scenario 6 - Dashboard and access control features</p> <p>Goal: To demonstrate Solution capabilities for customized access and display. This will verify requirements described in TR-11, TR-12 and TR-14.</p> <p>The NAC solution takes less than 2 days to install and configure for use.</p> <p>Demonstrate that the Solution allows users to fully customize graphical dashboards.</p> <p>Demonstrate that the GUI requires minimal amount of mouse clicks to perform routine tasks, such as generating reports, viewing critical information at a glance. The user interface should be capable to provide unified data presentation (UDP), including content information. See TR-12.</p> <p>Granular access control features</p> <ul style="list-style-type: none"> a) Demonstrate the ability to restrict access to specific product modules (e.g. reporting) and components (e.g. specific reports). b) Demonstrate the ability to restrict access to specific log data sources (e.g. PCI-grouped devices). <p>Customized display</p> <ul style="list-style-type: none"> a) Demonstrate the ability to customize user dashboard elements. b) Demonstrate dynamic and context-based updating of dashboard elements. 	