State of Tennessee
Event # 32110-11247
Specifications: F5 Networks Hardware/Software/Services

1.0 Scope

1.1 The purpose of this document is to establish a Statewide Contract for the purchase of selected products and services (including hardware, software, management tools, training, and technical support services, including consulting) from F5 Networks; some services purchased will be for existing F5 installations. These products and services will be used by the State in a wide range of application delivery services including Traffic Management, Application Security, Infrastructure Security, Automation, Orchestration, and Management, Cloud Services (SaaS), Cloud Software, Hardware, Managed Services, NGINX Plus, NGINX Controller, GET F5 which covers Subscriptions, Perpetual Licensing (GBB), Enterprise License Agreements (ELA) that will meet a broad spectrum of needs of the State.

1.1.1 References made to F5 Networks hardware, software, management tools, training, and technical support services throughout this document will imply current products and services available on the U.S. market or newer versions/models as available. Only these products and services may be provided under this Contract.

1.2 Current State Environment

1.2.1 The State requires the selected Contractor to provide F5 Networks hardware, software, and replacement (hardware, software and related component) parts to support the current network and upgrade in the future. These networking solutions, products and technologies could be installed in the State's data centers, Metropolitan Area Network, Internet egress, Wide Area Network, or Cloud locations throughout Tennessee. The State also requires the selected Contractor to provide services/support for these solutions, products, and technologies.

1.3 Currently Embedded F5 Hardware/Software

1.3.1 The State requires the Contractor to provide Maintenance in support of not only software and hardware to be purchase in the future, but also for the pre-existing software/hardware in the State's embedded base.

2.0 Definitions. For purposes of this Contract, definitions shall be as follows and as set forth in the Contract:

- "Cloud" – internet based computing where large amounts of remote servers are networked to facilitate sharing of data processing, data storage, and online access to computer services and resources.
- "Contractor" - the authorized F5 Networks partner who bids on and/or is awarded this contract.
- "Executive Branch Agency" – refers to each State board, commission, committee, department, officer, or any other unit of the Executive Branch of the Tennessee government.
- "Maintenance" – attempts to update and fix bugs in software and hardware once it has been deployed. This includes Maintenance on existing software/hardware already installed in the State as well as Maintenance on future purchases.
- "Manufacturer" – F5 Networks.
- "Metropolitan Area Network" – a computer network that connects users across a large geographic region the size of a metropolitan area.
- "SOW" – Scope of Work.

- “Statewide Contract” – a contract for goods or services established by the Central Procurement Office that all Executive Branch Agencies must utilize and that may be used by local governments, higher education, and not-for-profit entities.
- “STS” – Office of Strategic Technology Solutions, a division of the Tennessee Department of Finance and Administration. STS provides technical direction, services, and infrastructure to the State agencies.
- “STS-NS” – Network Services, a division of STS.
- “Support” or “support services” – technical support offered by the Contractor in the event that the State encounters any problems with functionality on any F5 software or hardware.
- “Wide Area Network” – a computer network that connects users across a large geographical area.

3.0 Contractor Requirements

3.1 Certification Requirements

3.1.1 The respondent must be a Platinum Partner of F5 Networks at the time of the bid submission.

3.1.2 The awarded Contractor must maintain their status as an authorized F5 Networks Platinum Partner for the Term of the Contract and, in addition, for the full length of any service/support period purchased under the Contract. The State may require the Contractor to show proof that they have maintained this authorized status at any time during the Term of the Contract.

3.1.3 The Contractor's personnel providing technical support services must be certified to provide technical support for any and all hardware, software, and services purchased by the State at any point during the Term of the Contract. This includes F5 Networks systems, network and security-related hardware, software, management tools, and technical support services. The Contractor must provide the State of Tennessee evidence of such certified training upon request.

4.0 Product/Services Requirements

4.1 Hardware and Software Requirements

4.1.1 All F5 system hardware and software offered must migrate, over the Term of the Contract, to the most current Manufacturer versions and upgrades. The Contractor must ensure, and will maintain responsibility, that hardware and software upgrades for hardware and software purchased under this Contract will adhere to this requirement.

4.2 Hardware Requirements

4.2.1 All hardware, as delivered, must meet the Manufacturer’s and State’s current specifications.

4.2.2 Hardware packages must be scalable to meet the diverse needs required of different configurations across an enterprise computing environment.

4.2.3 All hardware quoted in response to these specifications shall be compatible with existing F5 Networks systems products. The Contractor will be responsible for delivery and support services, when requested, to integrate these products into the State’s technical environment. The Contractor will be responsible for successful interoperability of all equipment provided under this Contract.

4.2.4 All hardware must (where appropriate) use industry-standard interfaces.

4.2.5 All equipment must be identified by model number and F5 Networks nomenclature.

4.2.6 All hardware delivered must be accompanied by complete industry standard owners/operators manuals, installation instructions, and technical documentation for such products.

4.3 Software Requirements

4.3.1 Software must be compatible with Windows 10 or later desktop operating systems and must be contained in compact disk media or be downloadable from a Contractor or Manufacturer website.

4.4 Support and Service Coordination Requirements

4.4.1 The Contractor's order processing must include project management support to manage and coordinate the ordering, shipping, delivery, installation, testing and training of F5 Networks systems, network and security-related hardware, software, management tools and technical support services. The Contractor shall provide consistency in delivering project management support through a single point of contact for these services.

4.4.2 After the award the Contractor must provide a single point of contact via local Nashville, TN or toll-free telephone number for technical support and service coordination.

4.4.3 The Contractor must maintain a solution of monitoring and reporting the progress of service requests, including service completion, with defined procedures for escalating service, through management levels within the Contractor's organization.

4.5 Requirement for New and Like-New Equipment

4.5.1 The Contractor shall provide only new and the latest (hardware, software, and other related parts) models for the initial purchase of equipment, provided by the Manufacturer in the marketplace, unless otherwise stated. All subsystem components, wire, cable, and accessory hardware shall be standard products of an established and reputable Manufacturer.

4.5.2 Used, remanufactured, rebuilt, reconditioned, or prototype hardware or software will not be accepted as new equipment for initial purchases.

4.5.3 In all cases, warranty replacement equipment must be at least certified like-new and be compatible with the existing systems software and hardware and provide functionality equal to or greater than the equipment being replaced.

4.5.4 Return Merchandise Authorization (RMA) equipment shall be new, certified as new, or, in the event of unavailability of new equipment, in a refurbished condition such that the equipment shall be in like-new condition and apply to warranty replacements provided by the Manufacturer in the marketplace.

4.6 On-site Technical Support Consulting Requirements

4.6.1 Upon request, the Contractor and Manufacturer may be required to work on-site with STS-NS staff or agency liaisons. The State shall determine, on a case-by-case basis, whether Contractor and/or Manufacturer resources will be required.

4.6.2 The Contractor must provide, upon request by the State, a certified technician to provide hands-on service at State agency locations statewide, as deemed necessary by STS-NS Division for Executive Branch Agencies. The services requested shall include design, configuration, setup, training, installation, and integration of all hardware and software necessary to operate the solution. The Contractor must provide hourly rates that correspond to the following services categories:

4.6.2.1 Contractor Consulting – Standard Hours (Mon - Fri, 8AM – 5:59PM, no Weekends / Holidays)

4.6.2.2 Contractor Consulting – Premium Hours (Mon – Fri, 6PM – 7:59AM, Weekends / Holidays)

4.6.2.4 Contractor Installation – Remote

4.6.2.5 Contractor Installation – On-Site, Standard Hours Mon - Fri, 8AM – 5:59PM, no Weekends / Holidays)

4.6.2.6 Contractor Installation – On-Site, Premium Hours (Mon – Fri, 6PM – 7:59AM, Weekends / Holidays)

4.6.3 The Manufacturer must provide, upon request by the State, a certified F5 Networks engineer from F5 Networks to provide hands-on F5 Networks service, at State agency locations statewide, as deemed necessary by STS-NS Division for Executive Branch Agencies. The services requested shall include design, configuration, setup, installation, and integration of all hardware and software necessary to operate the solution. F5 Networks services shall include the following at a minimum: technical services, advanced services, and remote operations services.

4.6.4 Installation Requirements

4.6.4.1 At the request of the State, the Contractor or Manufacturer shall install both new and replacement parts, hardware, software, and/or other related components at locations throughout the state. Installation and testing, when required, shall be complete and turnkey (supplied, installed in a condition ready for immediate use) in accordance with the Manufacturer's specifications.

4.6.4.2 Installation may be required for all hardware, software, replacement hardware, software and/or other related components in conjunction with Maintenance and repair performance.

4.6.4.3 Installation fees should <u>not</u> be included in the price of the item. Installation fees, when requested by the State, shall be billed at the line item or catalog rate.

4.6.5 The State may require the Contractor to submit a SOW for on-site technical support consulting. The SOW will include services from the Contractor and/or the Manufacturer, as determined by the State.

4.6.5.1 The Contractor shall work with the State, and the Manufacturer if required, to develop the SOW. The Contractor will coordinate with STS-NS to schedule a meeting prior to contacting any Executive Branch Agency for the establishment of an SOW. The STS-NS analyst shall be the point of contact representing the State in all phases of work until completion.

4.6.5.2 All Contractor quotes will contain a copy of the complete SOW and a complete list of products and services with all associated costs.

4.6.5.3 The submitted product listing shall be formatted to provide a clear definition of the product description under individual headings as follows: hardware, software, software licenses, services, and training.

4.6.5.4 No additional legal terms and conditions will be accepted on any SOW.

4.6.5.5 The State will issue a Purchase Order (PO) to the Contractor if the quote is accepted. The issued PO will be the evidence of the State's acceptance of the quote and the services shall not commence until the PO is issued by the State.

4.6.5.6 The State's PO will be the sole authorization for the requested services. The State will not sign Contractor/Manufacturer documents or agreements related to a specific services engagement. This includes Contractor/Manufacturer quotes, Contractor/Manufacturer SOWs, or Contractor/Manufacturer work orders.

4.7 Training Requirements

4.7.1 The State requires the successful Contractor to provide F5 Networks Global Training Services.

4.7.2 The training must be provided by F5 Networks or authorized F5 Networks learning partners. The training classes must be led by a certified F5 Networks instructor and provide F5 Networks authorized and approved content. Upon request, the Contractor must provide certificates and letters from F5 Networks stating the class instructor and course materials are certified.

4.7.3 The types of training will include product-specific training, technology training, customized technical user training, and certification preparation training courses for all levels.

4.7.4 The State may require F5 Networks' standard user training for a product, solution, or a service to be modified to reflect the State of Tennessee's technical environment.

4.7.5 Certification preparation training courses shall be current and include all types of F5 technologies that the State has implemented.

4.7.6 Training and certification preparation training courses shall be billed at the catalog rate.

4.7.7 On-site training will be conducted at a State facility when requested by the State of Tennessee STS-NS Division for Executive Branch Agencies. An on-site training per class is defined as a class for up to sixteen (16) students.

4.7.8 The Contractor shall price off-site training at a per student basis.

4.8 Travels for On-Site Service/Training

The State of Tennessee will not pay the Contractor or Manufacturer for the travel time, meals, airfare, lodging or mileage (trip charges). In addition, the State will not pay the Contractor or Manufacturer for the time spent in route to or from the State location where the Contractor or Manufacturer is performing authorized work. Charges billed by the Contractor will be based on the actual amount of time the Contractor or Manufacturer spent performing authorized work at a State location.

4.9 Telephone Technical Support

4.9.1 Telephone technical support directly from the Contractor and the Manufacturer must be available twenty-four (24) hours a day, seven (7) days a week, and 365 calendar days a year at no additional cost to the State. Support is required when solving problems or failures of a technical nature involving the operation of equipment, hardware, and/or software.

4.9.2 The Contractor must provide telephone technical support to the State.

4.9.3 The Contractor must provide telephone technical support for problems or failures with a response within two (2) hours of notification during the hours of 8am to 5pm Monday through Friday.

4.9.4 Throughout the Contract Term, telephone technical assistance shall be provided to ensure the following:

- Installation, operation, troubleshooting, problem resolution upgrade/modernization considerations of all items provided under the Contract.
- The integration of all Contract items into the State's network infrastructure.
- The interoperability of all Contract items within the State's multi-layered hardware, software, and networking environments.

4.9.5 Manufacturer telephone technical support must be included in all levels of F5 Networks support and at no additional cost to the State.

4.10 Technical Support Outages

4.10.1 For Executive Branch Agencies, the STS-NS Division shall act as the State's first and second level of technical support and shall have the responsibility for reporting an outage or malfunction. STS-NS shall determine if the outage is critical or non-critical and shall determine when a critical outage exists. The Contractor does not have the right to question if an outage is critical or not.

4.10.2 It is the Contractor's responsibility to collect the following minimum information upon receiving an outage report from the State:

- Problem description
- System or component identification (serial numbers)
- On-site point of contact information

4.10.3 Critical outages

- Critical outage is an emergency/urgent need and must be responded to upon notification. Telephone technical support must be initiated immediately, regardless of the day of the week or time of day (twenty-four (24) hours a day, seven (7) days a week). All critical outage issues shall be completed no later than twenty-four (24) hours after notification from the State of the urgent need for service.

- All critical service work will continue until completion on all problems as long as reasonable progress is being made to correct those problems. When on-site, Contractor technicians will sign in and out with the designated State agency. The Contractor will obtain the State agency communications liaison's signature on the detailed itemized work order reporting the problem status in writing before leaving the premises. The signed work order shall accompany Contractor invoices sent to Department of Finance and Administration Billing Services. Failure to provide the signed work order report may delay payment for service calls.

4.10.4 Non-critical outages

- Non-critical outage is not an urgent need and service may be scheduled at the time the request is made by the State and performed within the guidelines of these specifications. If an on-site visit is required for non-critical outages, the Contractor shall respond within twenty-four (24) business hours. Repairs shall be accomplished during the State's Normal Business Hours or may be required to be performed after hours.

4.11 Technical Support Team

4.11.1 The Contractor technical support team must include the point of contact for each level of Contractor management including escalation procedure staff that is designated to provide services required for the contract. After the award, the Contractor must provide the names, e-mail addresses, telephone numbers and fax numbers for the proposed Contractor technical support team to include Contractor Account Service Manager, Contractor Telephone Technical Support Representative, Manufacturer Telephone Technical Support Representative, and Manufacturer Field Service Representative.

NOTE: One (1) individual must not hold more than one (1) of the above listed positions.

4.11.2 The State shall receive updated information within five (5) business days following a change in the above requested information throughout the entire Contract Term.

4.12 Escalation Requirements

4.12.1 Procedures after the field technician arrive on-site:

- If the problem or failure has not been corrected after two (2) clock hours, the on-site technician shall notify the Contractor or Manufacturer technical assistance center. The time period starts when work on the failed equipment, hardware, and/or software begins.

- If the problem/failure has not been corrected after four (4) clock hours, the technical assistance center manager shall escalate the problem within the Contractor or Manufacturer's escalations group.

- If the problem/failure cannot be resolved the same business day as dispatched, the Contractor or Manufacturer escalation group shall engage the technical assistance center management to determine if on-site regional technical support is required. If required, on-site regional technical support must be immediately dispatched.

- Regional and/or corporate Contractor and/or Manufacturer management shall maintain communication and technical resource coordination with on-site staff every two (2) clock hours until the problem or failure is resolved.

5.0 Line Item and Catalog Requirements

5.1 The State requires all respondents to provide, with their bids, a complete catalog of all F5 Networks products, technical support, and training; this catalog shall be the current US F5 Networks catalog (as defined in the final Sourcing Event/ITB) and shall contain pricing for all items not categorized by F5 as service and percentages (of product prices) for services items. The respondent must provide, in their response, a single percentage per F5 discount category to be applied to the prices in the catalog (and to the prices in all subsequent catalogs accepted by the State under this Contract) for all catalog items in this F5 discount category. Contract items that are both items to be priced in the bid response (items that are identified as "line items" to be priced per unit in the Sourcing Event/ITB) and items contained in the catalog will be paid at the line item price, unless the price determined by the percentage bid for the category, when applied to the catalog price for the item, is lower. The State will pay no additional costs for the products and/or services contained in the catalog.

The catalog product offerings must include the full range of products available in the following families of F5 Networks products: Traffic Management, Application Security, Infrastructure Security, Automation, Orchestration, and Management, Cloud Services (aaS), Cloud Software, Hardware, Managed Services, NGINX Plus, NGINX Controller (or the current replacement or upgrade to these products).

The catalog must include F5 Networks on-site technical support consulting, and F5 Networks training. Manufacturer Technical Support must include Manufacturer support services for installation services and custom consulting services. F5 Networks technical support must include the full range of F5 Networks Standard RMA Annual Customer Support, Premium RMA Annual Customer Support, and 4-Hour RMA Annual Customer Support.

5.2 The catalog/price list submitted with the ITB, and all supplements received after award, shall not contain any Contractor or Manufacturer terms and conditions.

5.3 The Contractor may submit supplements to the existing catalog as necessary to keep technology current. Catalog supplements will be conditionally accepted by the State when required to fulfill the demand of the current infrastructure environment, deployment, or project. The supplement must contain products and services that fall within the scope of these specifications. The supplement should be provided in electronic format. All supplements will require approval from the Central Procurement Office of the Department of General Services and STS.

5.4 Technology Additions to Catalog

5.4.1 Hardware, software, and components acquired under this Contract and subsequently modified by the Contractor to enhance their capabilities shall, for the Contract Term, and for the duration of service purchased during the Contract or any renewals and/or extensions thereto, maintain full compatibility with equipment, systems, services and components previously acquired under the Contract.

5.4.2 The posture of the State is to stay current with state-of- the-art capabilities and to maintain the ability to offer its client base the latest technology. The Contractor must acknowledge any technology changes and provide a clear technical and cost migration path to future standards-based developments by the Manufacturer and by the industry in general.

6.0 Delivery Requirements

6.1 Orders shall be F.O.B. destination and shall not exceed thirty (30) calendar days from receipt of purchase order or request for service unless an extension has been previously approved by the State.

6.2 The State must be notified within fifteen (15) calendar days of the Contractor receiving the purchase order when Manufacturer back orders are apparent.

6.3 Back order items must either ship to the State within sixty (60) calendar days of receipt of the purchase order or an equivalent item must be substituted, with approval of STS Network Services Division and Central Procurement for Executive Branch Agencies, in accordance with the terms and conditions of the Contract.