ENTERPRISE APPLICATIONS REQUEST FOR PROPOSAL

Enterprise Data Encryption

Data at Rest

RFP Number: CUA-008-082011

August 22, 2011

*Updated: August 26, 2011*

*Second update: August 30, 2011*
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1 BACKGROUND & PROJECT OVERVIEW

This section provides an overview of this Request for Proposal (RFP). Our organization, The Catholic University of America, seeks an encryption solution that can provide uniform standards for the entire enterprise. We seek a security solution that combines the advantages of “best-of-breed” technology with the benefits of an integrated, scalable, and manageable solution. We wish to avoid the difficulties faced by many enterprises that must manage multiple point-security type products and the resulting drain on management resources. Our goal is to acquire and implement a robust enterprise solution, flexible enough to support individual user and device needs yet allowing effective and efficient centralized administration, management, and recovery. For the purposes of this RFP, we are focused on data encryption, for data at rest; i.e., on storage media as opposed to data in transit over a network.

1.1 CATHOLIC UNIVERSITY OF AMERICA OVERVIEW

The Catholic University of America (“CUA”) is a private, non-profit institution of higher education located in the northeast quadrant of Washington, D.C. The Catholic University of America is unique as the national university of the Catholic Church and the only higher education institution founded by the U.S. bishops. Established in 1886 as a graduate and research center, the university began offering undergraduate education in 1904. Private and coeducational, CUA has 12 schools offering graduate degrees and/or professional degrees. Undergraduate degrees are awarded by six schools: architecture and planning, arts and sciences, engineering, music, nursing and philosophy. Undergraduates combine a liberal arts curriculum in arts and sciences with courses in their major fields of study. Metropolitan College provides programs for adults who wish to earn baccalaureate degrees or participate in continuing education and certificate programs.

CUA had a Fall 2010 enrollment of 3,573 undergraduate and 3,394 graduate students, for a total enrollment of 6,967. Freshmen and sophomores who do not commute within the greater Washington, DC area are required to live on campus. The University operates on a semester system (summer, fall, and spring). Additional administrative and academic information about the University may be found in our Fact Book located on the web at http://publicaffairs.cua.edu/factbook.

1.2 PROJECT OVERVIEW

This section explains the general scope of what CUA seeks to accomplish. It provides information about the business challenge being addressed. Innovative solutions are welcome even if they slightly deviate from the requirements specified in this RFP.

The primary purpose of this RFP is to acquire a solution for the encryption of “data at rest” which originates from our enterprise applications, specifically, our administrative systems which have as their cornerstone, the PeopleSoft Human Resources and Student Administration (HCM/CS) system. Solutions must however fit into an overarching approach to enterprise security.
1.2.1 Project Timeline

CUA would like to complete the RFP process by the October 2011 and “go live” with an initial solution in the Fall of 2011.

1.2.2 Forward Vision

The Data at Rest encryption project at CUA has as its primary objective enhancing the security of “sensitive” data elements stored as part of the various systems in use at the university. Encryption of this nature is only one part of the CUA’s overarching data security, and solutions that support a holistic, enterprise approach are desired.

Within your response, provide a strategic roadmap and business model for the proposed technology solution and services. The roadmap should span at least the next five (5) years and should explain the future plans for the product/solution/services being offered in response to this RFP, with an emphasis on how they fit into an enterprise wide approach to information security.

1.2.3 Project Deliverables

Deliverables being sought as part of this effort and which should be expected as part of a Statement of Work (SOW) and final award contract, include, but are not limited to the following:

- A solution for encryption of sensitive data that includes encryption key management
- Specifications for the proposed solution that provides encryption of data at rest
- Implementation Plan and instructions for the proposed solution
- User Guides/Manuals for the use and administration of the proposed solution
- (If necessary) Implementation services for deployment and training of in-house technologists

1.3 CUA TECHNICAL ENVIRONMENT

1.3.1 Applications

- PeopleSoft HCM/CS v9.0 (Tools 8.50)
  - Initial scope of this project is limited to encryption of “sensitive” data at rest in this system, which runs on a single shared (virtualized) physical box providing access to:
    - 2 CPUs with 4 Cores each for the primary production instance
    - i.e., eight (8) total CPU Cores for the primary production instance, however, these are shared across many virtual servers

1.3.2 Databases

- Oracle 11g
  - Two (2) replicated copies of the database must also be protected (reporting and hot standby environments)
1.3.3 Network

Catholic University’s network uses equipment from Cisco Systems. The campus backbone comprises two Cisco Catalyst 6500 Series Switches connected by 10 Gbps fiber optic located on the east and west sides of the campus. Most campus buildings connect to one of these two switches using a 1 Gbps fiber optic link. The production data center employs two Cisco Nexus 5000 Series data center switches connected to the backbone switches with 10 Gbps uplinks. Servers and vSphere hosts connect to the Nexus switches via 1 Gbps links.

The PeopleSoft HCM/CS v9.0 web tier is front-ended by Cisco CSS 11500 Series Content Services Switches that provide load balancing and SSL acceleration.

1.3.4 Data Center Environment

1.3.4.1 Servers

Catholic University’s PeopleSoft HCM/CS v9.0 server environment comprises physical servers at the database tier and VMware vSphere virtual servers at the application and web tiers.

The production database server is a Dell PowerEdge with two quad-core Intel Xeon E7340 2.4 Ghz processors. The development database server is a Dell PowerEdge with two quad-core Xeon E5335 2.0 Ghz processors.

The disaster recovery database server is a Dell PowerEdge with two quad-core Xeon E5405 2.0 Ghz processors. All three database servers run Microsoft Windows Server 2003 Enterprise x64 Edition R2 Service Pack 2. The app and web tier virtual servers are running Microsoft Windows Server 2008 Standard x64 Service Pack 2.

1.3.4.2 Disk Drive Storage Systems

Whether physical or virtual, the PeopleSoft HCM/CS v9.0 servers use “direct attached” storage (configured redundantly) for their operating system boot disk and application software. All except production database servers use direct attached storage (configured redundantly) for other data as well. The production database servers use fiber channel-based storage area network (SAN) RAID storage for the database files. The VMware vSphere environment also employs fiber channel-based SAN RAID storage.

1.3.4.3 Backup Systems

System backups are performed using Symantec Backup Exec, writing directly to LTO4 tape.

For disaster recovery, Oracle Data Guard is used to perform an ongoing, asynchronous replication of the production database to the DR site, and Quest vReplicator is used to replicate the production virtual app and web servers to the DR site on a regular schedule.
2 VENDOR RESPONSE CHECKLIST

2.1 VENDOR CHECKLIST

This checklist has been created to help ensure your proposal contains all documents and information necessary to be considered. Sections 4 and 5, which follow, provide additional explanation on the requested content and the RFP process, timeline, and evaluation criteria.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>STEP</th>
</tr>
</thead>
</table>
| Part 1 - Introduction | • Cover Letter  
  • Executive Summary of Proposed Solution  
  • Table of Contents  
  • Your company contact information: provide a primary point of contact, telephone number, and email address |
| Part 2 – Vendor Profile | • Company History and Background Information  
  • References (see Exhibit 3) |
| Part 3 – Value Proposition | • ROI (direct and indirect)  
  • Cost Avoidance  
  • Any other information quantifying the value of the solution |
| Part 4 – Solution Overview | • Scope of Functionality and Features  
  • Product/Solution Architecture  
  • Product/Solution Administration and Maintenance  
  • Reporting, Auditing, and Compliance Features  
  • Installation, Configuration, and Deployment Requirements  
  • Forward Vision Statement – Product Roadmap for 5 years & strategic fit into enterprise solutions |
| Part 5 – Requirements Questionnaire | • Completed Requirements Questionnaire Chart |
| Part 6 – Costs and Resources | • Costs Chart  
  • Resources Requirements (if applicable) |
| Part 7 – Document Requirements | • Notice of Intent to Propose (see Exhibit 2)  
  • CUA Supplier Registration form (see Exhibit 1) |
| Part 8 – Compliance Documents | • Small Business Certification (if applicable) |

Copies | • 1 copy in PDF format in CD-ROM or Thumb-drive format sent to the address stated in Section 4.2 Delivery Instructions.  
  • 1 electronic copy in PDF format sent via e-mail to CUA-Solicitations@cua.edu and picciotta@cua.edu.
3  RESPONSE CONTENT

Vendor responses should contain the following sections, each of which is explained below:

(1) Executive Summary
(2) Vendor Profile: background information about your company
(3) Value Statement / Return on Investment
(4) Solution Overview & Forward Vision
(5) Requirements
(6) Costs

3.1  EXECUTIVE SUMMARY

This section should include a cover letter, executive summary explaining your response, and a table of contents for the materials you enclose.

3.2  VENDOR PROFILE

The Vendor profile should include information about your company including but not limited to:

- History
  - Provide a historical accounting of your organization; e.g., how long has it been in business, address any interruptions to business, previous bankruptcies, etc. Information that speaks to the stability of your organization and longevity of products should be the focus of this section.
- Financial stability
  - Provide an explanation of financial stability for your organization; e.g., describe the form of corporate organization, insurance, etc.
- Personnel
  - Describe any special qualifications, certifications, etc., of personnel at your organization as they relate to this RFP
  - In addition, if services are part of your response, include resumes of those individuals who will assist CUA in implementing your solution
- References
  - References: Describe your customer base. At a minimum, provide contact information for at least three references using your product to encrypt data in PeopleSoft ERP applications in Higher Education
  - While the CUA reserves the right to contact other companies using your product, responses will not be considered complete unless they include contact information for organizations currently using the proposed solution. References in Higher Education, using the solution in a PeopleSoft ERP environment are requested. In the absence of such references, please submit the closest possible substitutes.
    - If references in higher education are not available, provide the next closest industry
If use does not include ERP applications, explain closest usage in a client-server, on premise setting

3.3 VALUE STATEMENT

Provide an explanation of proposed Return on Investment offered by your product. Consideration of hard and soft ROI should be included. Information on cost avoidance, such as the costs associated with data breaches, should also be included.

Any additional information explaining the value of the proposed solution should also be highlighted in this section.

3.4 SOLUTION OVERVIEW

3.4.1 Functionality and Features

Provide a summary of your product’s features including:

- Security and encryption
  - Be sure to address encryption of data at rest in Oracle DBMS v10 and higher, running in a client-server environment for PeopleSoft ERP systems (HR, Student Administration, and Financials)
- Authentication and authorization
- Key Management
- Backup and recovery
- Security Administration

3.4.2 Product Architecture

- Describe your product’s overall architecture and ability to support and integrate with our current environment including:
  - Overall structure, components, and how it integrates into a university’s data center and disaster recovery plans
  - Highlight interoperability with PeopleSoft ERP running on an Oracle database
  - System requirements and/or limitations, if any (memory, storage, overall impact on data center operations)
- Describe standards adhered to by your product
- Discuss scalability of your product
- Interoperability with the CUA technical environment:
  - How would your product achieve common authentication for our existing infrastructure?
  - How does your product operate with regard to other security products?
  - How does your product integrate with Microsoft’s Active Directory Server?
- Describe features supporting redundancy, reliability, and disaster recovery.
- Describe any compatibility limitations.
• Describe impact on system performance of systems integrated with your product.

3.4.3 Management and Administration Overview

Summarize how your product supports centralized management; include the following:

• Identify any additional modules or applications needed for the management of your product, in addition to the basic encryption products
• Ability to integrate with third-party security or systems management tools; e.g., Microsoft System Center/Forefront
• Flexibility and adaptability of the management products in an environment that has a varying number of users, operating systems, and management options

3.4.4 Reporting, Auditing, and Compliance

Describe auditing features of your product including but not limited to the following:

• Integration of audit functionality with the basic product
• Scope of audit information collected: type of data, frequency, etc.
• Security management and control of audit data: how is the integrity of audit data ensured
• Archiving features for audit data
• Reporting functionality provided (relative to audit data)
• Samples of audit reports and logs should be included, if applicable

3.4.5 Installation, Configuration, and Deployment

Describe general installation, configuration, and deployment guidelines and requirements including but not limited to impacts to infrastructure such as firewalls, servers, etc.

3.5 REQUIREMENTS

This section seeks to highlight and clearly delineate how your proposed solution meets certain (but not all) requirements for desired functionality. The chart below provides the following sections and should be included in your response:

A. Functional Requirements
B. Certifications & Standards
C. Encryption Requirements
D. Additional Technical Requirements
E. Change Management
F. Administration & Management
### A. Functional Requirements

<table>
<thead>
<tr>
<th>A.1 Encryption of Data at Rest, Oracle DB, PeopleSoft ERP</th>
<th>Describe how your proposed solution will enable encryption of sensitive data “at rest” in our client-server PeopleSoft ERP environment (running on Oracle DBMSs).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>A.2 Performance Impact</td>
<td>Explain how the encryption process impacts application usage; i.e., scope of performance degradation, noticeability from an end-user perspective etc.</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>A.3 Scope of Features</td>
<td>Describe functional scope of your solution offering; i.e., can it be used to encrypt data at rest for any client-server application? Can it encrypt an entire server? Etc.</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>A.4 Scope of Implementation</td>
<td>What is the impact of your proposed solution on applications for which it is desired to have encryption of data at rest; i.e., are modifications/customizations to the applications required and if so, explain the scope (note, as this creates difficult to measure and maintain costs, we are seeking solutions that avoid modifications in favor of transparency to the applications).</td>
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<tr>
<td></td>
<td>Describe:</td>
</tr>
</tbody>
</table>

### B. Certification & Standards

<table>
<thead>
<tr>
<th>B.1 FIPS 140-2 Level 1-4</th>
<th>Describe the current level of NIST FIPS 140-2 compliance offered by your proposed solution. State the level of compliance (1 through 4) and describe the features of your product that help it achieve that level. NOTE: the cryptographic module used in the product offered must be at least NIST FIPS 140-2 validated.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Describe and provide hyperlink to electronic scanned copy of NIST validation certificate:</td>
</tr>
<tr>
<td>B.2 NIAP Certification</td>
<td>Describe NIAP certification (if any) of the proposed solution.</td>
</tr>
<tr>
<td></td>
<td>Describe and provide hyperlink to electronic scanned copy of certification:</td>
</tr>
<tr>
<td>B.3 Accessibility</td>
<td>Provide information describing features that support Section 508 compliance.</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>C. Encryption &amp; Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.1 Solution Overview</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>C.2 Transparency of Encryption to end users/systems</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>C.3.1 Encryption Type</td>
</tr>
<tr>
<td></td>
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<tr>
<td>C.3.2</td>
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<tr>
<td></td>
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<tr>
<td>C.4.1 Key Management</td>
</tr>
<tr>
<td></td>
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<tr>
<td>C.4.2</td>
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<tr>
<td></td>
</tr>
<tr>
<td>C.4.3 Protection During System States ....</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
| C.5 Protection During Boot Up | What protection is offered by your solution for defense against attacks during all stages of the boot process? Address your solution’s ability to withstand attacks using alternate boot media on a server utilizing your solution for encryption of data at rest, and on the key management solution itself.  
Describe: |
|---|---|
| C.6 Removable Media Protection | Describe features for forcing encryption on entire removable media.  
Describe: |
| D. Technical Requirements | D.1 Database Compatibility | Describe the DBMS packages that work with the proposed solution and specifically address compatibility with Oracle DBMS v10 and higher; MS SQL Server; and MySQL  
Describe: |
| | D.2.1 ERP Compatibility | Describe compatibility and how the proposed solution integrated with ERP software systems; specifically address the PeopleSoft HR (HCM), Student Admin (CS), and Financials systems  
Describe: |
| | D.2.2 Interoperability with Hosted Systems | Describe compatibility and integration with data in hosted solutions; specifically address ERP systems such Workday Human Resources, Salesforce CRM, and other examples  
Describe: |
| | D.3 Supported SW Systems | Describe compatibility with other software systems; clearly delineate any limitations  
Describe: |
| | D.4.1 Supported Servers and Authentication Mechanisms | Describe interoperability within a datacenter utilizing Microsoft Server 2003 leveraging Microsoft Active Directory for network logon/authentication; explain support for other external authentication mechanisms (LDAP, etc).  
Describe: |
| D.4.2 | Describe single sign on features offered; e.g., encryption of a full workstation synchronizing the Windows OS password with the pre-boot password.
Describe: |
|---|---|
| D.5 | Supported HW
Is the proposed solution hardware agnostic; i.e., does it only work on certain hardware platforms, and if so, describe those limitations
Describe: |
| D.6 | Supported OSs
Describe any computer operating system limitations and the supported operating systems
Describe: |
| D.7 | File Compression
Describe interoperability with file compression
Describe: |
| D.8 | Workstation Encryption
Describe features/functionality offered with regard to encryption of data on workstations; address pre-boot authentication; authentication with smartcards, passwords, max attempts, etc.
Describe: |
| D.9.1 | Authentication
Describe key management authentication and authorization features; e.g., role based access control to a key management device
Describe: |
| D.9.2 | Describe impact on application authentication (indicate if this is unchanged, or if modifications are required)
Describe: |
| D.9.3 | Describe other authentication features/functions; e.g., if the solution offers full disk encryption for workstations, what types of authentication are available (e.g., smart cards, token, biometrics, Kerberos)
Describe: |
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.9.4</td>
<td>Describe any support/features for multi-factor authentication for access to key management system and/or workstations, etc.</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>D.10 Intrusion Detection</td>
<td>Ability to detect and respond to attempts to compromise protected systems and/or data</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>D.11 Administration</td>
<td>Administration features: ability to revoke administration rights from other users; ability to delegate access; ability to assign specific tasks/functions; etc.</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>D.12 Key Management</td>
<td>Describe key recovery features: (1) administrative key recovery capabilities; (2) notifications; (3) self-service mechanism for key recovery for certain types of users or administrators</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>D.12.2</td>
<td>Describe ability to separate key server database and key management interface across separate servers</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>D.12.3</td>
<td>Describe recoverability in case of component failure (software or hardware): (1) redundancy; (2) disaster recovery options; (3) backup and recovery approach/provisions; (4) mechanism for recovery of forgotten passwords</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
<tr>
<td>D.13 Scalability</td>
<td>Describe scalability of proposed solution; elaborate upon incremental costs not readily apparent from cost estimates included with your response</td>
</tr>
<tr>
<td></td>
<td>Describe:</td>
</tr>
</tbody>
</table>
| D.14 Data in Transit Support | Although not part of our initial scope, describe any additional features of your solution with regard to data in transit, describe support for common communication standards such as XML and SOAP  
Describe: |
| --- | --- |
| D.15 Mobile Device Support | Explain support, if any for mobile devices  
Describe: |
| D.16 Compatibility with Storage Media | Describe any requirements or limitations around storage media; clearly specify support for various types of disk and long term backup storage media (RAID limitations if any, SAN v. NAS support, DVD support, SD cards, etc.)  
Describe: |
| D.17 Additional Features | Not as important to this effort, however, of interest to us are any other features beyond our initial scope. Please describe any other features such as support for shared workstations, use on drives with multiple partitions, partial encryption of storage media, impacts of/on disk reimaging, Digital Rights Management, disk sanitation features/procedures, interoperability with systems management and desktop management systems such as Altiris and Symantec Ghost  
Describe: |
| D.18 Compatibility with Imaging System | Describe interoperability with imaging solutions, specifically ImageNow which is used in conjunction with our PeopleSoft Student Administration system for scanning and storage of sensitive and protected documents (e.g., transcripts)  
Describe: |
| D.19 Compatibility with VM Ware | Describe interoperability with virtualization software. Please address usage with VMware in particular, as this is a common part of our data center.  
Describe: |

**E. Change Management**

| E.1 Training - Administrators | Describe training/educational requirements for administrators; explain any additional training/educational requirements as well  
Describe: |
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E.2</strong> Training – Other System Developers</td>
<td>Describe impact of encryption of data at rest solution on ERP systems in terms of need to train developers how to maintain systems in an encrypted environment. Describe:</td>
</tr>
<tr>
<td><strong>E.3</strong> Implementation Timeline</td>
<td>Provide an estimated timeline for deployment and integration with PeopleSoft Student Administration (running on an Oracle database, on a Windows 2008 server). Describe (or attach separate document):</td>
</tr>
<tr>
<td><strong>E.4</strong> Task Plan</td>
<td>Provide a task plan for implementation/deployment and all associated steps. Our desired “go-live” is fall 2011. Describe (or attach separate document):</td>
</tr>
<tr>
<td><strong>E.5</strong> Resource Requirements</td>
<td>Describe resource requirements for (a) implementation/deployment, clearly delineating in house person-hours required (v. consulting services); and, (b) ongoing maintenance, administration, and expansion of use (focused purely on in house resources). Describe:</td>
</tr>
<tr>
<td><strong>E.6</strong> KX</td>
<td>Describe knowledge transfer plan for building in-house skills to enable expanded usage of the proposed solution over time. Describe:</td>
</tr>
</tbody>
</table>

**F.  Administration & Management**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>F.1</strong> Centralized Management</td>
<td>Describe centralized management features. Describe:</td>
</tr>
<tr>
<td><strong>F.2</strong> Remote Administration</td>
<td>Describe support for remote administration and security features specific to that function. Describe:</td>
</tr>
<tr>
<td><strong>F.3</strong></td>
<td>Describe features for alerts; e.g., paging / calling /texting to alert administrators to</td>
</tr>
<tr>
<td>Alerts</td>
<td>intrusion attempts</td>
</tr>
<tr>
<td>-----------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Describe:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>F.4 Ability to run on Virtual Server</th>
<th>Can the management server, key management console/administrator interface be run on a virtual machine?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe:</td>
<td></td>
</tr>
</tbody>
</table>
3.7 COSTS AND RESOURCES

Explain costs for years 1-5 using the table below. Respondents may include additional cost information at their discretion (we ask you attempt to follow the same format, however using a more detailed approach); however, in order to facilitate the evaluation, all respondents must complete the cost table below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Initial Cost (Y1)</th>
<th>Y2</th>
<th>Y3</th>
<th>Y4</th>
<th>Y5</th>
<th>Cumulative 5 YR Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Purchase (8 Cores: 2 quad core CPUs)</td>
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<td>Training (if applicable)</td>
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<td>Services (if applicable)</td>
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<td>Maintenance &amp; Support</td>
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<td>Other (specify; e.g., additional options, etc)</td>
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<td><strong>TOTAL</strong></td>
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3.7.1 Guidelines for Completing the Cost Chart:

- Initial deployment is intended to support our PeopleSoft Student Administration system running on a Windows 2008 server and Oracle 11g database. The server is a “virtual” server utilizing VMWare. The underlying box has two (2) quad core CPUs shared among many virtual servers, for a total of 8 cores available, in part, to the applications in question.
- If there are any training requirements, include costs for those in the training line
- Include in the services line any consulting costs recommended as part of the initial implementation, or required in future years
- Include in the maintenance and support line costs of upgrades, etc.
- Use the “Other” line to add in costs for additional recommended services or features
- Explain future year maintenance escalators beyond the five year window
4 RFP PROCESS

4.1 RFP TIMELINE

The following dates delineate the timeline for this RFP (all times are Eastern Time):

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
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<tbody>
<tr>
<td>RFP Distribution to Vendors, and Posting</td>
<td>Monday, August 22, 2011</td>
</tr>
<tr>
<td>Revised Posting date</td>
<td>Friday, August 26, 2011</td>
</tr>
<tr>
<td>Submission of Notice of Intent to Propose</td>
<td>Wednesday, August 31, 2011 at 3pm</td>
</tr>
<tr>
<td>Deadline for Inquiries</td>
<td>Friday, September 9, 2011 at 3pm</td>
</tr>
<tr>
<td>Responses to Inquiries Distributed</td>
<td>Wednesday, September 14, 2011</td>
</tr>
<tr>
<td>Final Responses to RFP Must be Received</td>
<td>Monday, September 26, 2011, 3pm</td>
</tr>
<tr>
<td>Vendor Demonstrations (at CUA discretion)</td>
<td>October 5 through October 19, 2011</td>
</tr>
<tr>
<td>Notice of Intent to Award (estimated)</td>
<td>October 26, 2011</td>
</tr>
<tr>
<td>Desired Implementation Go Live Date</td>
<td>Fall 2011</td>
</tr>
</tbody>
</table>

**NOTE:** We may require a field trial to test your proposed solution in our environment. Due to complexities of security solutions, part of that validation may involve use of an external third party to ensure adequacy of the solution. Vendors unwilling to meet this requirement may be excluded at the University’s discretion.

4.2 DELIVERY INSTRUCTIONS

Proposals must be submitted in PDF format in CD-ROM or Thumb-drive to:

- Norman Brown, Director of Procurement Services
- Office of Procurement Services
- The Catholic University of America
- Leahy Hall, LL40
- 620 Michigan Ave, NE
- Washington, DC 20064

An electronic copy must be e-mailed to:

E-mail: CUA-Solicitations@cua.edu and picciotta@cua.edu

**NOTE:** The University reserves the right to disqualify late responses from consideration. An email acknowledging receipt of your email or CD/DVD submission will be sent to the primary contact you provide. If you have not received such an email confirmation prior to the submission deadline, please contact us at 202-319-5044 (Procurement Services).

4.2.1 Inquiries & Contact Information

All inquiries should be submitted in writing by the deadline noted in the Timeline section above. The CUA will not be responsible for responses to inquiries that are not in writing. Send inquiries to:

CUA-Solicitations@cua.edu
### 4.3 EVALUATION CRITERIA

Responses will be evaluated on a competitive basis using best value analysis and at the discretion of CUA. The final award will be based upon the best interests of the university. Analysis of complete responses will be at the discretion of the CUA, however may follow the general guidelines noted in the table below:

| Vendor Profile (10 points) | • Experience  
• History  
• Financial Stability of Organization  
• Customer Service Record  
• Ability to Provide References in Higher Education, using proposed solution with PeopleSoft  
• Ability to meet CUA desired timelines |
|-----------------------------|--------------------------------------------------|
| Proposed Solution (35 points) | • Solution Overview – scope, breadth, and depth of solution  
• Scalability across the enterprise, disparate applications and systems  
• Ability to meet factors outlined in Requirements Questionnaire |
| Forward Vision (15 points) | • Solution fit relative to comprehensive considerations of enterprise security; i.e., security concerns/topics beyond but including encryption of data at rest |
| Implementation & Maintenance (10 points) | • Scope of effort involved in deployment  
• Scope of administrative overhead |
| Costs (30 points) | • Comprehensive deployment costs  
• Ongoing operational and maintenance costs  
• This category awards points based on the rates for services. The lowest cost bid receives the maximum points. Each higher priced bid will be scored as follows: Bid amount divided by low bid amount = cost factor. 30 points divided by cost factor=scored points. Fractional points over .49 are rounded up. EXAMPLE: Bid A was low at $10,000 and received 30 points. Bid B was next lowest at $11,000. Bid B when divided by Bid A equals a cost factor of 1.1. 30 points divided by 1.1 equals the point score of 27.27. Fractional rounding yields a point score of 27. |
| Total = 100 points | • Points will be awarded on a sliding scale ranging from 0 points for non-responsive to max points in that category for “Excellent/Outstanding” responses.  
• The University will use the above criteria to select a list of finalists. |
4.4 GENERAL CONDITIONS

- We may require a field trial of your proposed solution
- CUA reserves the right to contact organizations using your product, even if not listed as references
- CUA reserves the right to further negotiate terms and conditions beyond those specified in this RFP
- The University reserves the right to make whole, split and multiple awards as a result of this solicitation; to make no award at all or to change the terms of the solicitation and make an award to any contractor the university chooses; and to make all these decisions is entirely within the absolute discretion of the university
- Bidders may be required to make an oral presentation
- Any costs incurred by the services firm in preparing, submitting or presenting offers are their sole responsibility. The University will not reimburse for any costs incurred prior to award.
- The University will not be bound by oral explanations or instructions given by any University employee at any time either during, before, or after the competitive process.
5  EXHIBITS

NOTE: Exhibits are available to the CUA RFP page at http://treasurer.cua.edu/Procurement-Services/requestsproposals.cfm.

5.1  EXHIBIT 1: CUA SUPPLIER REGISTRATION FORM

5.2  EXHIBIT 2: NOTICE OF INTENT TO PROPOSE

5.3  EXHIBIT 3: REFERENCES

5.4  EXHIBIT 4: CUA STANDARD TERMS AND CONDITIONS