



Office of the Attorney General Letitia James

New York State Office of the Attorney General

RFI 22 – 007

SD-WAN Products and Services

February 15, 2022

Request for Information Number: 22-007	RFI Issued: 2/15/2023
RFI Description: SD-WAN Products and Services	Contract Period: Not Applicable
Due Dates and Times (ET): Issuance of Request for Information: 2/15/2023 Submission of Questions: 3/1/2023 OAG Issuance of Answers: 3/8/2023 RFI Responses Due Date: 3/15/2023	Regions of Service: Provided to the NYS OAG's Wide Area Network ("WAN") primarily in New York State (New York City or the Albany Capital Region).
<i>In compliance with Procurement Lobbying Law, contacting anyone other than designated herein may result in rejection of responses.</i> Primary Designated Contact: Bonnie Rosenthal Contract Management Specialist Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol Albany, New York 12224-0341 Telephone: (518) 776-2129 Email: purchase@ag.ny.gov	<i>In the event the Primary designated contact is not available,</i> Alternate Designated Contact: Christopher Reksc Contract Management Specialist 2 Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol Albany, New York 12224-0341 Telephone: (518) 776-2138 Email: purchase@ag.ny.gov

Questions regarding this announcement shall be directed to the person on the cover page via email only and shall adhere to the above deadline. Verbal questions will NOT be accepted. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes, and it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the OAG to contract for any service whatsoever. Further, the OAG is not seeking proposals and will not accept unsolicited submissions. Vendors are advised that OAG will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the New York State Contract Reporter website and the OAG website. It is the responsibility of the potential responders to monitor these sites for additional information about this requirement. The OAG encourages responders to register with the New York State Contract Reporter

(NYSCR) at <https://www.nyscr.ny.gov/agency/index.cfm> to receive notifications about this Solicitation. Navigate to the "I want to find contracts to bid on" page to register for your free account. *To receive e-mail notifications regarding updates to the content or status of a particular ad, you must "bookmark the ad" on the upper right-hand side of the ad, then return to your Account, view your list of bookmarked ads, and then select the "send me notification updates" option listed to the right of the ad.* Any updates to the RFI documents will also be posted and released through the NYSCR. If you do not opt-in to receive notification updates regarding a specific ad, you will not receive email notifications regarding updates, including email notifications regarding the questions and answers, documents, and updates to Solicitation documents.

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1. Agency Background

As head of the Department of Law, the Attorney General is both the "People's Lawyer" and the State's chief legal officer. As the "People's Lawyer," the Attorney General serves as the guardian of the legal rights of the citizens of New York, its organizations, and its natural resources. In fulfilling the duties of the State's chief legal counsel, the Attorney General advises the Executive branch of State government and defends actions and proceedings on behalf of the State.

The Office of the Attorney General (OAG) serves all New Yorkers in numerous matters affecting their daily lives. The Attorney General's Office is charged with the statutory and common law powers to protect consumers and investors, charitable donors, the public health and environment, civil rights, and the rights of wage-earners and businesses across the State.

The Attorney General's authority also includes the activities and investigations of the State Organized Crime Task Force and Medicaid Fraud Control Unit. While the Attorney General acts independently of the Governor, the Governor or a state agency may request the Attorney General to undertake specific criminal investigations and prosecutions.

The legal functions of the Department of Law are divided primarily into five major divisions: Appeals and Opinions, State Counsel, Criminal Justice, Economic Justice, and Social Justice.

Over 1,800 employees, including over 700 attorneys and forensic accountants, legal assistants, scientists, investigators, and support staff, serve in the Office of the Attorney General in many locations across New York State.

2. Purpose of this Request for Information (RFI)

The OAG is issuing this Request for Information (RFI) to better understand the current industry best practices and vendor capabilities in the software-defined wide area network (SD-WAN) space to leverage a virtualized service that connects and extends enterprise networks over large geographical distances. SD-WAN solutions can be challenging to implement for an organization with multiple regional offices. Therefore, the OAG seeks vendor responses on your experiences and successes with similar projects for other government clients. Specifically, the OAG is seeking information from vendors on hardware and software, recommended architecture, and potential services that meet our organization's needs and provide us with a roadmap for implementation. The OAG is willing to consider self-managed or co-managed solutions that include a potential roadmap to Secure Access Service Edge (SASE). The information received from this RFI may be used to issue a Request for Proposal (RFP) or a Request for Quote (RFQ) to procure an SD-WAN solution, including implementation services. This issuance does not constitute a commitment to issue a bid, award a contract, or pay any costs incurred in preparation for a response to this request. The State expects a formal Restricted Period to be announced in the Contract Reporter upon determining that procurement(s) will result from this RFI.

Responses to this RFI should include a roadmap that provides WAN simplification, lower costs, bandwidth efficiency, and a seamless on-ramp to the cloud while keeping or enhancing the integrity of application performance, especially for critical applications, all without sacrificing security and data privacy. Additional information to include is:

- Identifying functionality and features
- Providing licensing and maintenance costs, including availability of products and services on existing NYS contracts
- Breakdown of cost by individual SKU, list price and offer pricing
- Pricing details that break out all recurring fees, non-recurring fees, and additional taxes or charges
- Hardware and software requirements, including options for co-existence with current architecture for a phased approach
- Estimate of support resources required to implement and maintain the SD-WAN solution
- Implementation strategy including connecting branch/remote sites directly to the Internet or middle mile network if exists
- List of major cloud solutions providers who are considered endpoints on the SD-WAN infrastructure including, but not limited to, Microsoft 365, Unified Communications platforms, etc.

Decisions on the OAG SD-WAN go-forward strategy will be made based on information gathered in response to the RFI process, fiscal considerations, and ensuring we are meeting the organization's needs.

3. Current Environment

The current OAG Wide Area Network (WAN) leverages two network providers, one delivering Multi-Protocol Label Switching (MPLS) and the other using Virtual Private LAN Service (VPLS) to provide connectivity to approximately 25 branch offices across New York State. The network consists of 50+ Cisco routers ranging from 2900 Series, 3900 Series, 4400 Series, and ASR 1000 Series. These routers provide connectivity to the other branch offices and the OAG data center, which provides centralized filtering and access to the Internet. In addition, the MPLS network provider delivers Microsoft ExpressRoute which grants users a means to securely and directly connect to Azure and Office 365 workloads. The majority of the routers will be end of life in the near future and will require hardware replacement. Every site has network segmentation through the use of Virtual Routing and Forwarding (VRF) that allows internal OAG network traffic to be separated from guest wireless networks. Each site also has a third voice gateway 2900 Series router with backup POTS or PRIs connected to support VOIP calling in the event that both primary and secondary WAN circuits are down. There is no central management platform to configure the routers when changes are required, so typically each configuration requires direct access to the device, normally through command line interface. This makes network wide changes challenging and cumbersome. Furthermore, there is no native monitoring platform to easily view reports, monitor bandwidth, application performance, or trigger alerts on the OAG network, which compels the network to become more reactive when it comes to finding and diagnosing network issues.

Please see attachment 1, titled OAG Network for an overview of the current environment.

4. Future Environment

The OAG is seeking to modernize its inter-office connectivity via an SD-WAN solution and roadmap that provides network simplification, lower costs, bandwidth efficiency, and a seamless on-ramp to the cloud with improved application performance, especially for critical applications without sacrificing security and data privacy. The SD-WAN solution will replace traditional network routers with modern SD-WAN capable devices. The OAG is looking to simplify WAN management by providing centralized remote configuration, policy and appliance management. The initial goal is not to replace current WAN network providers, but long-term the desired end state is to be able leverage high bandwidth and low-cost commodity Internet circuits that can be secured easily and effectively through the solution.

The aim is to tighten security and improve network resilience and agility. Operational capabilities should include but are not limited to:

- Easy deployment and management
- Flexibility
- Zero-touch provisioning capabilities
- Reduced costs
- Increased performance
- Scalability
- Policy management
- Increased security
- Dashboard/quality user interface
- Centralized network administration for all OAG offices
- Support for BGP routing
- Network segmentation or VRF support (for guest wireless access)
- Automated encryption key rotation
- Application-aware routing
- APIs for network automation

- Optimized cloud connectivity
- Advanced reporting and data analytics
- Cellular wireless connectivity i.e. 5G, LTE

4.1 Business Objectives/Goals

- Replace all end of support office routers with modern SD-WAN solution.

4.2 Anticipated Benefits

- Adapt in real time to bandwidth demands and network conditions
- Lower complexity
- Increased security
- Reduce management and administration costs
- Increased visibility into network traffic and performance
- Improved cloud applications/support performance

4.3 Support

The vendor must provide Service Level Agreement (SLA) information in their responses related to the following:

- Support services
- Incident severity level and how each is handled (e.g., High, Medium, Low)
- Coverage of support (e.g., 24/7, uptime, equipment replacement time, Mean Time To Repair)
- Any applicable credit to OAG for failing to provide support as agreed
- Cloud services
- Any applicable credit to OAG for not meeting agreed uptime
- Cloud services parameters
- Cloud – Provide a detailed description of the equipment that would be utilized for this solution

4.4 Data Security

Provide any information on the solution's security measures or controls. This can include any internal, external audits or documentation. Note: Response's should be tailored to the solution recommended. The information contained in each response to the RFI should include, but is not limited to, the following:

Security:

- The encryption level provided for our data at rest (min AES 256)
- The encryption of the connection (min AES 128)
- Private cloud environment vs. community cloud
- Software-defined boundary for shared cloud offerings, if applicable
- Responsible parties for the configuration of the firewall, servers, IAM

Authentication:

- Two-factor authentication information and Zero Trust Network Access (ZTNA) if applicable and/or required
- Account provision- (IAM) – tied to either a local or active directory
- Responsible parties for authentication and what this entails
- Access management provisions/background checks

Auditing:

- Information on a security control center component and recommendations on access
- Level of logging and description of that logging; for example, the whole stack vs. file and folder
- Description of ADMIN logging and how this will be tracked and traced

4.5 Security Policies / Standards and Requirements

- The following NYS ITS Policies (or successor policies) apply:
 - P03-002 - Information Security Policy
 - P08-005 - Accessibility of Web-Based Information and Application
 - S13-003 - Sanitation/Secure Disposal
 - S13-005 - Cyber Incident Response Standard
 - S14-002 - Information Classification Standard
 - S14-003 - Information Security Controls
 - S14-006 - Authentication Tokens Standard

- S14-007 - NYS Encryption Standard
- S14-010 - Remote Access
- S14-001 - New York State Risk Management Standard
- Health Insurance Portability and Accountability Act of 1996
- The following National Institute of Standards and Technology (NIST) Policies (or successor policies) apply:
 - NIST Federal Information Processing Standard (FIPS) Publication 140-2
 - NIST Federal Information Processing Standards (FIPS) Publication 199 – Standards for Security Categorization of Federal Information and Information Systems
 - NIST Special Publication 800-53 - Security and Privacy Controls for Federal Information Systems and Organizations.
 - NIST Special Publication 800-57, Part 1 - Recommendation for Key Management – Part 1: General
 - NIST Special Publication 800-088r1 - Guidelines for Media Sanitization
 - NIST Special Publication 800-111 - Guide To Storage Encryption Technologies For End-User Devices
 - NIST Special Publication 800-122 - Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)
 - NIST Special Publication 800-131A - Transitions: Recommendation for Transitioning the Use of Cryptographic Algorithms and Key Lengths

4.6 Remote Management and Staffing

Provide any information on proposed solution’s management and staffing approach, including, but not limited to, access to information, the potential need for background checks and security measures, dedicated vendor resources, and recommended State staffing for operations and maintenance purposes.

5. RFI Questions and RFI Response Submission

5.1 RFI Questions/Inquiries and/or Clarifications

All questions/inquiries and clarifications concerning this RFI shall be addressed to the Office of the Attorney General (OAG) designated contact. All questions should be submitted by email to purchase@ag.ny.gov with the subject line: “RFI #22-007 SD-WAN – Q&A – [Insert Vendor Name].” Cite the particular RFI section and paragraph number the question relates to.

Questions/inquiries and requests for clarification are only accepted via email. Official answers to questions will be provided via an addendum posted to the OAG website (<https://ag.ny.gov/budget-and-fiscal-management-bureau-procurement>) and the NYS Contract Reporter (<https://www.nyscr.ny.gov/agency/index.cfm>). The deadline for submitting questions will be as stated on the cover page of this document.

5.2 RFI Response Format and Content

Responses should be no longer than twenty-five (25) pages in either Microsoft Word or Adobe Acrobat formats. Responses must be submitted via email to purchase@ag.ny.gov with the subject line “RFI #22-007 SD-WAN” - Response [insert name of firm or organization]”

Vendors are encouraged to submit additional information (i.e., brochures and print flyers) regarding your products, services, and business solutions are welcome.

All materials shall be attached, clearly labeled, and sent via email in a manner to allow for ease of separation in reviewing responses. The OAG is interested in responses from vendors who currently operate a comprehensive SD-WAN.

The OAG will not acknowledge receiving recommendations delivered by mail, fax, or in person.

5.2.1 Company Information

Introduce your organization, if applicable include information on parent companies, years in business, annual sales volume, number of employees, geographic locations, etc. Provide contact name(s) and contact information for questions the OAG may have regarding your company’s response to this RFI.

5.2.2 Technical Information

Response to the RFI should include the following:

- Brief summary of the scope of products and services that your company provides

- Description of the SD-WAN offered
- Provide the principal customers that currently use the SD-WAN solution
- Provide the primary points of contact for government customers
- Description of how your product facilitates remote review management, reporting, communication, collaboration, timekeeping, cloud solutions connectivity and data security
- Independent reliability statistics over the past 24 months

5.2.3 Pricing Information

Describe how your company prices your products and services. Include information on pricing based on hourly fees, technology set up fees, recurring fees, non-recurring fees, taxes, additional charges, etc. Identify which products/services are readily available off of existing New York State contracts.

6. Demonstrations/Presentations

OAG representatives may request that vendors provide a presentation and demonstration of their solution for further clarification of their response or to define their potential capability further to meet the OAG requirements. Demonstrations/Presentations will be scheduled at the discretion of the OAG shortly after the close of the RFI due date.

7. Attachments



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