

REQUEST FOR PROPOSALS FOR UNIFIED THREAT MANAGEMENT FIREWALL SYSTEM RFP-RH-12-044  
PROPOSALS TABULATION

NAME	INS Professional Services, LLC	Suntel Services LLC
ADDRESS	Novi MI	Troy MI
Years in Business	16 years	25 years
Years providing similar services	Since 2007. Have used Fortinet solutions internally	25 years-known as premier integrator in enterprise networking and security marketplace.
Certified Forti Partner	Yes	Yes
What Level	Silver	Platinum
Level 1 and Level 2 Support Services	Yes	Yes-if optional enhancement agreement chosen
Handling of support issues during life of support contract	Typically engaged throughout life of solution and provide general systems support through the normal course of business. Any specific instances are generally handled on a case by case basis whether going to OEM for direct support or ad hoc support based on their experience.	Can directly engage FortiNet for support services; If enhanced SunTel NetSurety Agreement or SunTel Time & Materials services, service is requested via SunTel service center in Troy & all activities provided & managed by SunTel Engineering resources.
Provide fault isolation services as part of FortiCare support contract	No	Yes - if optional enhancement agreement chosen
Details		
As Forti Partner, provide configuration assistance as part of Forti Care support contract	Yes	Yes - if optional enhancement agreement chosen
Details	Can provide configuration and installation services as required under this contract	Enhance to Fortinet FortiCare contracts. NetSurety OneCall includes all configuration assistance associated w/ problem resolution; includes remote configuration assistance and answers in 15 minute increments at no additional charge (optional service). Enhanced support offering as NetSurety Real-Time - full proactive remote managed services agmt including monitoring, mgmt, prev maint & problem resolution.

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Additional costs for support services during life of Forti Care support contract	No	Yes - if optional enhancement agreement chosen
Explanation		FortiCare contracts provide manuf delivered software & subscription updates, hardware maint & manuf technical support. SunTel offers supplemental agmts to enhance FortiCare-SLA based level 1 & 2 problem troubleshooting & resolution & configuration assistance for yearly fixed fee. Also NetSurety Real-Time which is full protection remote managed agmt including monitoring, mgmt, prev maint, & problem resolution. All contracts require underlying FortiCare contract be in place. Also time & materials level 1 & 2 services.
Public Sector Clients	City of Rochester Hills South Lake Schools Traverse City Public Schools Lanse Creuse Public Schools Grand Blanc Public Schools Allen Park Public Schools	Cites of Rochester Hills, Auburn Hills, Berkley, Ferndale, Birmingham, Madison Hgts, Plymouth Twp, Rose Twp, Southfield, Warren, Huntington Woods, Novi, Roseville, Ann Arbor. Counties of Oakland, Wayne, Genesee, Gratiot, Jackson, Washtenaw and Livingston
Full Time Employees	12 Full Time Employees	110 Full Time Employees
Part Time Employees		5 Part Time Employees
In-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web	No	Yes
Overseas support staff	No	No

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Work Plan	<p>Days 1-3: analyze current configuration, duplicate rules on Fortinet, configure new Fortinet Firewall.</p> <p>Days 4-5: test configuration for accuracy, provide traffic shaping &amp; verify all services work correctly</p> <p>Days 6-8: configure and install remote site firewall and access points, test for conformance</p> <p>Day 9: provide cutover and test for conformance</p> <p>Day 10: training and knowledge transfer</p> <p>Day 11: provide documentation and review</p>	Project Plan
Training Program	<p>Training will occur primarily on site and some during installation itself. There are a wide variety of on line tools/training available. The training 201 class is on line and the 301 class is off site. Further, the 201 &amp; 301 classes can be combined into one class which is 4 days (offsite).</p>	<p>Provides basic knowledge transfer during implementation; leverages manuf available training programs. Classes include on-site, off-site &amp; web-based options. If required SunTel will provide access to formal training facility at Troy corporate location</p>
Warranties	<p>Professional installation services-100% customer satisfaction guarantee.</p> <p>FortiCare Reference Guide-</p>	<p>Fortinet Hardware Warranty is one year and software warranty is 90 days. All products must be registered to get support.</p>
Firm's expertise to resolve issues/answer questions	<p>Have worked many solutions and sometimes have to ask for assistance from OEM partners, Fortinet. Ensure that all expectations are exceeded and any open issues/problem are resolved as quickly as possible.</p>	<p>As Fortinet Platinum partner SunTel required to have multi engineers certified in all Fortinet cert programs. Cert resources responsible for installation &amp; support of Fortinet solutions within Suntel customer base. Suntel analyzes &amp; manages staffing to ensure appropriate resource bandwidth to customers; maintains relationships for other required services.</p>
Outsourced/subcontracted services	None	None

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Staff Profiles	K Daum- worked on many large & small projects including Storage Vmware, Networking, Servers, OS, databases and firewall/threatmanagement wireless among other. Many years experience w/ both Cisco & Fortinet and has implemented many similar solutions in the past. Other Fortinet customers include Root Learning & The Henry Ford.	As Fortinet Platinum partner required to have multi engineers certified in all Fortinet certification programs. Team consists of Practice Manager-25 yrs exp; Network Service Supervisor-16 yrs industry exp; Sr Network Engineer, Manufacturer Engineers and Manufacturer Technical Support Resources
Telephone Support	Normal business hours. Otherwise the OEM support will be required for off hours. Their support consists of general use and general product support.	Telephone support as associated w/ remote managed service & support agmts as well as on a time and materials incident basis. All requests through customer support center in Troy.
Consultant's ability to work remotely	Yes, can connect in and work remotely when appropriate	Yes-structured to leverage remote service delivery as the default mechanism
Trade-In Program	Yes	No
Details	Utilize any trade-in programs from the OEM and occasionally take trades themselves. In this instance, due to age of equipment, will not offer a trade-in but will recycle the equipment free of charge.	Although Fortinet does not have a specific trade-in program additional discount off of list price has been included in lieu of this.
Contract	Yes	Yes
Insurance Coverage	Yes	Yes

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<b>COST PROPOSAL:</b>		
1-Fortigate 200B-POE 24x7 Comprehensive Bundle, 3 Year Support without Trade-In	\$5,725.00	\$5,768.29
1-Fortigate 200B-POE 24x7 Comprehensive Bundle, 3 Year Support with Trade-In	\$5,625.00	\$5,629.85
1-Fortigate Storage Module without Trade-In	\$655.00	\$673.80
1-Fortigate Storage Module with Trade-In	N/A	\$657.63
5-Fortigate 20C Enhanced Bundle, 3 year without Trade-In	\$2,200.00	\$2,194.06
5-Fortigate 20C Enhanced Bundle, 3 year with Trade-In	\$2,125.00	\$2,141.41
1-25GB Gold Storage Allowance for FortiGuard Analysis and Management Service	\$465.00	\$222.75
		*Current replacement for requested product is 100GB - Annual Price*
		No longer offered by Fortinet. Existing component is being bid as alternate
20-FortiClient PC Premium Edition, 3 Year, 10-24 Users	\$1,170.00	\$258.60
12-Fortinet FortiAP-220B Access Point	\$3,840.00	\$4,022.55
12-8x5 FortiCare Subscription for Forti AP-220B, 3 Year	\$1,512.00	\$1,755.30
4-POE Injector for FortiAP	\$188.00	\$176.05
1-Installation and Integration Services (pricing in one of following formats):		
Option 1: Lump Sum Services include an estimate of hours expected to complete project	\$14,400.00	\$11,250.00
	88 hours	80 hours
Option 2: Time and Materials services with a not-to-exceed total-include an estimate of hours expected to complete project	\$17,600.00	NA
	88 hours \$200/hour	
Travel or other expenses must be clearly identified		0 NA
Optional:		
1-10GB Silver Storage Allowance for FortiGuard Analysis and Management Service	\$198.00	NA-No longer available
Class 201 FortiGate Multi-Threat Security Systems I, Fortinet RealTime Online Training	\$995.00	\$1,500.00
Class 301-FortiGate Multi-Threat Security Systems II, Fortinet RealTime Online Training	\$1,485.00	\$2,250.00

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Exceptionis/Alternates:	Combo Class available, 4 day off site, combines class 201 and 301 into one 4-day session. Cost: \$1,885.00	Replacement of Fortigate 20C SKU's in core bid: 5-Fortigate 60C enhanced Bundle, 3 year, without Trade-In \$4,031.73
		5-Fortigate 60C enhanced Bundle, 3 year, with Trade-In \$4,130.88
		Alternate to FortiGuard Analysis & Mgmt Services - a premise based FortiAnalyzer & FortiManager: FortiManager-2-D manages up to 30 Fortinet network devices & Admin Domain+global policies \$5,248.50 1 Year 8x5 FortiCare Contract \$1,050.00 FortiAnalyzer-200D, 4x10/100/1000 ports 4GB RAM, 1x1TB Storage \$2,248.50 1 Year 8x5 FortiCare Contract \$ 449.00
		NetSurety OneCall Support Agreement (enhances FortiCare Contracts-provides fixed price yearly troubleshooting, problem resolution & manufacturer interface for system failures & remote questions in 15-minute increments-supplemental to FortiCare Agmts 1-NetSurety One-Call for Fortigate 200B-Annual \$750.00
		5-Net Surety One-Call for Fortigate 20C or 60C-Annual \$1,000.00
		Fortinet Warranty does not include any third party software or hardware.