

Network Audit & Assessment Statement of Work

Background: The Contra Costa County Superior Court (hereinafter referred to as “the Court”) is seeking a qualified vendor to conduct a comprehensive network audit and assessment, as per the scope below.

1) AUDIT OBJECTIVES

- a) Understand the current network condition including all deficiencies and remediations.
- b) With a full understanding of the network’s current operating condition, planning can be done to upgrade any gap that is deemed important by the management.
- c) Determine what upgrades are needed to achieve management's goals for the Court which are wholly supported by the network.
- d) Develop realistic budgets and timelines for addressing important remediation steps for the organization.

2) AUDIT SCOPE

The network audit scope should include the following overall tasks.

- a) Inventory - the identification and cataloging of all interconnected devices which provide wired or wireless networking services.
 - i. Endpoints are typically not included, such as phones, computers, etc.
 - ii. However, typical endpoints are stated so network users and supplicants can be understood in the context of the audit.
- b) Support - identification of the state of support for the key devices providing network services such as building switches, core switches, WAP’s, WLCI’s, firewalls, etc.
- c) Architecture - a determination of the as-built architecture. This is usually done where several inconsistencies and anomalies are detected and documented.
- d) Security - if any critical security vulnerabilities are uncovered during the Audit, they are documented and immediately escalated to management. Latent vulnerabilities and cybersecurity risks, in total, are beyond the scope of a network audit and management must be timely notified with remediation.
- e) Compliance - if the network must comply with certain standards such as PCI.
- f) Review current network design, configuration, and performance.
 - a) Network Infrastructure
Hierarchal Design – Core/Distribution/Access Layers, Hardware, IOS Versions and Feature Sets, Power/Cooling, Physical Security, MDF/IDF and Cabling Standards
 - b) Network Availability
Spanning-tree, Hop Redundancy Protocol (HSRP, GLBP, VRRP),

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EIGRP/OSPF/BGP, VSS, VPC, and Cross-stack EtherChannel.

- c) Network Performance
Quality of service (QoS), Network Design, Equipment provisioning, and Device configuration
- d) Network Security
Device security, Firewall Rules and Policies, Remote Access VPN, and Site to Site VPN's
- e) Network Management
Network Monitoring and Alerting, Management VLAN's, VTP, Sys-logging, SNMP, and Device Standardization

The Court wishes to have a comprehensive understanding of the current condition of the network supporting the organization.

3) AUDIT REQUIREMENTS

- a) Identify stakeholders and get approval from all parties to ensure access to systems and information is complete.
- b) Identify tools available at the Court which can be used to facilitate the Audit, such as SolarWinds.
- c) Verify that remote access VPN is set up and accessible for the duration of the project.

4) AUDIT EXECUTION

- a) Document and/or adjust SNMP community strings (v1/v2) or UN/PW (v3)
- b) Obtain all known Telnet/SSH credentials for network devices.
- c) Obtain all enable passwords for privileged access.
- d) Conduct network scans and automated audits to gather initial data.
- e) Conduct on-site audits and data gathering to complete data gathering.
- f) Move on to the Analysis step.

5) AUDIT ANALYSIS

- a) Analyze and document disparities in network routing.
- b) Analyze and document disparities in key network equipment support.
- c) Analyze and document disparities in security.
- d) Analyze and document faulty or low reliability points, such as high error rate telecom links.
- e) Analyze and document points of congestion or slowdown causing performance issues.
- f) Document aspects of the network that meet standards and are in good shape.

6) AUDIT REPORT

- a) A final report with recommendations on remediation approaches for all issues including projected costs and timelines for execution.
- b) Recommendations and remediation approaches will be prioritized based

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on criticality and importance to the Court.

- 7) **VENDOR QUALIFICATIONS**
- a) Vendor must have extensive experience auditing and building large scale networks for enterprises, both for government and private industry.
 - b) Vendors must be able to bring best practices for network audits and assessments to apply for the benefit of the Court.
 - c) The vendor will ideally already be familiar with the Court's network.
 - d) Vendor must understand of the Court's daily operations.
 - e) Vendors who have completed at least two network audit and assessment assignments in last five years for organizations of size comparable to the Court as on date of proposal submission will be preferred.

8) **PROPOSAL FORMAT**

To be considered, Vendor must submit a COMPLETE proposal in response to this procurement using the format specified. There should be no attachments, enclosures, or exhibits other than those required in the procurement or considered by the Vendor to be essential to a complete understanding of the proposal. Each section of the proposal should be clearly identified with appropriate headings.

The contents of the proposal should be as follows:

i. **Business Organization and History**

State the full name, address, and phone and facsimile number of your organization and, if applicable, the branch office or other subordinate element that will perform, or assist in performing, the work hereunder. Indicate whether it operates as an individual, partnership, or corporation; if as a corporation, include the state in which it is incorporated. If appropriate, the proposal must state whether the organization is licensed to operate in the State of California.

ii. **Statement of the Problem**

State in succinct terms your understanding of the problem(s) presented by this procurement.

iii. **Technical Work Plans**

- a. **Narrative** — Include a narrative summary description of the proposed effort and of the services(s) that will be delivered. Also indicate how your organization is best suited to provide the requested service.
- b. Provide a detailed outline and timelines for accomplishing the work. Include the challenges you expect during execution and how you will overcome them.



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iv. Experience

Describe the prior experience of your organization in last five years, which you consider relevant to the successful accomplishment of the project defined in this procurement. Include sufficient detail to demonstrate the relevance of such an experience. Proposals submitted should include descriptions of qualifying experience to include project descriptions, costs, and starting and completion dates of projects successfully completed; also include the name, address, and phone number of the responsible officials of two client organization for whom prior Network Audit and Assessment projects have been completed. Court may contact them for reference check. The Court may evaluate the vendor's prior performance, and prior performance information may be a factor in the award decision.

v. Staffing

Please provide names, qualification and experience of staff who would work for providing the requested service.

vi. Fees and Payment Schedule

Provide a fixed total fee for the services requested and a payment schedule. The fixed total fee should include all business-related travel expenses. Court will not make advance payments. Payments will be made against clearly identified deliverables.