Randy E. Jones
President / COO
11153 W Geddes Ave
Littleton, CO 80127
256-541-7982 Direct
Randy.Jones@hyperionsolutionsgroup.com

Date: 10/24/24

City of Superior
Attn: Contract Analyst
1316 North 14th Street
2nd Floor
Superior, WI 54880

RFQ#: 24-42-IT
Proposal Description: Request for Qualifications- 2024 - Network Operations Center (NOC)

To whom it may concern:

Hyperion Solutions Group, L.L.C. is pleased to provide you with the following proposal in response to your RFP entitled 'Request for Qualifications - Network Operations Center (NOC)' issued on October 23rd, 2024.

Company overview:

Hyperion Solutions Group, L.L.C. (HSG) was started by Bryan Jasper, Matt Coons and Randy Jones in 2020 in response to a growing need for a high level of expertise in network design, monitoring, and maintenance of Core and Access Equipment as it relates to FTTH PON networks.

The company has customers across the United States domestic footprint, including but not limited to the following entities: Franklin EPB (Franklin, KY), CTS Broadband (Monticello, KY), Mid-States Services / Grundy Electric (Trenton, MO), Community Cable & Broadband (Meridian, MS), 832 Holdings, L.L.C. (Orlando, FL), Nebraska Central Telephone Company (Gibbon, NE), Reliance Connects (Estacada, OR), the City of Marshall (Marshall, MI), and M2X Communications (McClure, OH).

HSG's technical staff includes a number of individuals supporting the various accounts noted above. Our staff is comprised of former Network Architects and Network Engineers with diverse backgrounds in major telecommunications companies, manufacturers and service provider accounts totaling over 100 years of

Telecommunications experience. All these individuals are degreed engineers who have traveled the US and supported global initiatives surrounding Core Switching, Routing and Edge/Access experience on a number of technologies such as GPON/XGS-PON, Metro Ethernet and Copper solutions. Combined experience includes all major Routing, Switching, Server, Firewall, and GPON/XGS-PON equipment manufacturers. We believe this unique and diverse experience base will create a great partnership with Connect Superior.

References can be made available upon request.

Hyperion is pleased to provide Connect Superior with this RFQ response. We have provided responses to the various requirements within the RFQ (Sections 4, 5, and 7) within this proposal package. If further information is required, please do not hesitate to reach out.

Thank you for your consideration.

Sincerely,

Randy Jones

Randy Jones
President / COO
256-541-7982 m.
Email: Randy.Jones@hyperionsolutionsgroup.com
www.hyperionsolutionsgroup.com

SUPERIOR

WISCONSIN

Living up to our name.

Request for Qualifications- 2024

Network Operations Center (NOC)

CITY OF SUPERIOR, WISCONSIN
Dan Shea
IT Director

Bid #24-42-IT

TABLE OF CONTENTS

1. **<u>Advertisement</u>**

Request for Qualifications (RFQ)

City of Superior, Wisconsin
Services for

Network Operations Center (NOC)

Responses will be received by the City of Superior, Attn: Contract Analyst, at 1316 North 14th Street, 2nd floor, Superior, WI 54880. Responses will be evaluated by City staff.

<u>Responses Due:</u>   **Tuesday, October 29, 2024, at 3:30 PM CST**
Project: The City of Superior, Wisconsin is requesting proposals of qualifications from firms to serve as the primary Network Operations Center (NOC) on a continuous basis 7 days per week, 24 hours per day, every day of each year for the new city-owned open access fiber network. This phase is partially funded by the American Rescue Plan Act (ARPA). This contract will be a two-year contract with options to renew.

All responses must be prepared with the forms provided and submitted in accordance to the Instructions to Consultant/Firm. Documents may be obtained at <u>DemandStar.com</u>. Documents may be obtained at the City of Superior, 1316 North 14th Street, Superior, Wisconsin (darwinj@superiorwi.gov).

The City of Superior encourages the participation of minority, women-owned and disadvantaged business enterprises.

The City of Superior reserves the right to reject any or all proposals, to waive irregularities, or to accept such proposals, as in the opinion of the City, will be in its best interests.

Dan Shea
IT Director

Daily Telegram: Friday, September 27, 2024, and Friday, October 4, 2024

2. Schedule of Activities

Subject: **Network Operations Center (NOC)**		
RFQ#: 24-42-IT	Due Date: **Tuesday, October 29, 2024**	Time Due: **3:30 PM**

DATE	EVENT
Friday, September 27, 2024	RFQ Released
September 27 and October 4, 2024	Publication Dates
Tuesday, October 15, 2024 2:00PM CST	Pre-Proposal Conference**: See Section 3.16 for details**
October 21, 2024, at 12:00PM	Deadline for Questions
October 23, 2024	Final Addendum Issued
Tuesday, October 29, 2024	**Sealed Proposals Due 3:30 PM**
Week(s) of November 4 and November11	Potential Interview(s)
December 3, 2024	City Council vote on recommendation
Week of December 9, 2024	Sign Agreement
December 2024	Work commences

3. **Information for Prospective Service Consultant**

3.1   Proposals will be accepted until the time and date stated in this request. Any proposals received after this time may not be considered. The proposal packet shall be placed in an envelope and shall be sealed. On the envelope shall be plainly written: **the date of the opening**, **the title of the project** and **the name of the proposer**. Respondent shall submit **one (1) unbound original** and **one (1) pdf version on a flash drive** of qualifications documents.

3.2   This is a qualifications selection (RFQ). The RFQ Proposal (Proposal), Addenda Acknowledgement, Sub-Consultants, References, reference checks, and interviews (at the option of the City) will be used to identify the most competitive firm(s). The City reserves the right to identify competitive firm(s), as in its opinion, will be in its best interests. Proposals shall be valid for 90 days.

3.3   The City of Superior IT Department and its designees will review the proposals and select the most highly qualified firm(s) to contact for further screening as it deems appropriate.

3.4   The consultant shall submit a list of their subConsultants as a part of their Qualifications, which list shall not be added to nor altered without the written consent of the City of Superior, and as specified in 66.0901 Wisconsin Statutes.

3.5   The RFQ will detail terms and conditions. The City reserves the right to amend the Request for Qualifications and will provide a written addendum to all known parties receiving the request. Respondents shall acknowledge all addenda received. It is the responsibility of the Respondent to obtain all addenda.

3.6   Firms not returning the completed RFQ within the specified time frame may be disqualified. Irregularities in the completed proposal documents may be considered sufficient cause for disqualification at the discretion of the City.

3.7   Subsequent to the RFQ deadline, the IT Department will prepare a recommendation as to which proposal to award, if any. The recommendation of the IT Department may be subject to the approval of the Superior Common Council.

3.8   The awarded Consultant will be required to sign a mutually accepted Agreement and provide proof of insurance for errors and omissions, property damage, public liability and workman's compensation.

3.9   Proposals may be amended and/or withdrawn prior to the proposal opening time. Proposals may not be withdrawn for a period of ninety (90) days after the submission deadline.

3.10   Proposals are prepared and submitted at the sole cost and expense of the respondent, and shall become the property of the City of Superior; Proposal documents will not be returned.

3.11   Respondents will indemnify the City of Superior from any and all debts, claims, and liabilities arising out of the Qualifications or the performance of the project as a result of the consultant's error, omissions, neglect, etc.

3.12   The City reserves the right to negotiate with respondents on the scope of the project, fees, timelines, and all other components of the project.

3.13   Firms may not subcontract any work without prior written authorization by the City of Superior IT Department.

3.14   This shall in no way bind or prevent the IT Department from performing, requesting quotes or proposals, bidding, or contracting any services separately.

3.15   Trade secrets and confidential information contained in a proposals are not open to public inspection. Proposers who include information in a proposal that is legally protected as a trade secret or confidential information must clearly indicate the specific protected information by marking that information "Trade Secret" or "Confidential" at the appropriate place. The City will not be responsible for any public disclosure of the trade secret or confidential information if it is not marked as provided above. A proposal in its entirety is not confidential. If a request is made under the Wisconsin Public Records Law Wis Stat. §§ 19.31-19.39 to inspect information designated as trade secret or confidential in a proposal, the Proposer shall, upon request, immediately furnish sufficient written reasoning as to why the information should be protected from disclosure in order for the City Attorney to present the matter to the Attorney General of Wisconsin for final determination. The City recommends not including any confidential information in the proposal.

3.16   During this proposal process, Proposer shall not contact any City Staff except those designated in the text of this RFQ or subsequent addendums or correspondence. Questions should be addressed in writing to darwinj@superiorwi.gov prior to the deadline listed in this document. Please reference RFQ #24-42-IT and line number being referenced. Non-compliance with this provision may result in rejection of the proposal.
Pre-proposal meeting information:
October 15, 2024, at 2:00 PM CST
In-Person option:
City of Superior
1316 N 14th Street Room 204
Superior, WI 54880
Virtual option information:
Microsoft Teams Need help?
Join the meeting now
Meeting ID: 288 150 189 281
Passcode: 59Gijy
Dial in by phone
+1 872-242-8028,,636914564# United States, Chicago
Find a local number
Phone conference ID: 636 914 564#

4. <u>Statement of Qualifications Requirements</u>

Respondent shall submit one (1) unbound original and one (1) pdf version on a flash drive of proposal documents.

4.1   State the name, address, and a company profile, including size, qualifications, technical capabilities, etc.

Company Name: Hyperion Solutions Group, LLC
Company HQ Address: 11153 W Geddes Ave
                           Littleton, CO 80127
Mailing Address: P.O. Box 505
                           Merlin, OR 97532

Company Profile:
Hyperion Solutions Group, LLC (Hyperion) is a small business (<25 employees) registered in Delaware as a Limited Liability Corporation operating as an S-Corporation. We initiated operations in October of 2020. Our operations/headquarters are based in the state of Colorado, and we currently service a domestic footprint that covers the lower 48 states, Alaska, Hawaii, and the US Territory of Guam. Our resources are currently positioned geographically across all major time zones (Eastern, Central, Mountain, Pacific, and Alaska). This allows us to better support our customers day and night as they need assistance. Our customer base spans Power Cooperatives, Local Municipal Service Providers, Wireless Service Providers, and Independent Broadband Service Providers.

Hyperion's core business involves Telecommunications Consulting, supporting small domestic Broadband Service Providers with Network Design Support, Network Monitoring, Maintenance Services (24x7x365), Disaster Recovery, and other support services that help to ensure our customers networks are engineered and maintained properly to avoid service impacts. The majority of our customers are deploying all fiber networks, and we also support several customers with hybrid networks that encompass fiber, fixed wireless, cable tv, and older xDSL technologies.

Another aspect that separates Hyperion in the competitive landscape is that we are vendor agnostic, meaning we support any and all products involved in Broadband Services Provider Networks from the Core to the Edge with the end goal of providing our customers with recommendations on equipment and/or software platforms that can support their needs, whereas our customers make the final decision on what architecture they deploy. We also do not buy or sell equipment or material, and we gain no financial benefit from any product our customers deploy within their networks.

Hyperion currently supports Service Providers with Layer 2 and Layer 3 Network Operations Support. This includes proactive maintenance, monitoring, and 24x7x365 response associated with all elements within the

network, from the DIA/Uplink (Dedicated Internet Access) to the Core Routers, Switches, Servers, Firewalls, Management Systems, Transport Systems, on to the Edge or Access Network (Optical Line Terminal (OLT)), with the end point of our support being the Optical Network Terminal (ONT) on or in the subscriber's residence. We currently do not support the CPE equipment beyond the ONT, but we do have a Tier 1 NOC Service in development that should launch in early 2025.

In addition to the services noted above, Hyperion offers a true 3-2-1 Disaster Recovery and Back-up Solution. We also have a lab in Kentucky where we qualify, validate, and test various equipment platforms to ensure the products perform as stated, and to ensure equipment manufacturer software releases are fully tested against the release notes (features, patches, etc.) such that our customers networks will experience a stable environment once new code is implemented.

4.2   Include a list of the key personnel and manager of the firm. Provide a summary of the assigned project team, field staff, and their capabilities and relevant experience. Also note their ability to meet the project workload within the timelines established.

Key Personnel:

CEO:	Matt Coons
President/COO:	Randy Jones
CTO/VP Engineering:	Bryan Jasper

Assigned Project Team/Field Staff:

Network Architects	Various Existing Internal Resources
Network Engineers	Various Existing Internal Resources
Project Management	Various Existing Internal Resources

Capabilities and Relevant Experience:

Hyperion has a highly qualified team of network architects and network engineers that perform simple and complex tasks within the network daily. This team has designed, deployed, and maintained hundreds of ISPs in North America and Europe over the years prior to and during their time at Hyperion. Our leadership team has over 100 years combined experience in Telecommunications working with Tier 1, 2, and 3 Service Providers.

Project Workload and Timelines:

Hyperion is currently staffed to handle additional contracts, and can easily support the workload and timelines included in this RFQ.

Relative to Tier 2 and Tier 3 Support, our team currently supports networks across the country with average response times <15 minutes and average time to resolution intervals of <1.5 hours. Hyperion is

currently staffed to handle additional contracts.

4.3   Provide examples of related experience performed by the firm during the previous five (5) years (projects with services similar to those outlined in Section 5, Scope of Services). The firm and key personnel must have no less than three (3) years actual business experience in the services to be provided.

Examples of Related Experience:

Example 1:   Franklin Electric Power Board (Franklin EPB) in Franklin, KY – Franklin EPB currently has over 5000 FTTx subscribers. This includes residential and business services.

Hyperion currently supports Franklin EPB with Tier 2 and Tier 3 network operations services. This includes Network Monitoring, 24x7x365 Support and Dispatch, Disaster Recovery/Back-up, Network Design, Route Secure, and several other services not referenced in this RFQ.

Example 2:   832 Communications (832) in Orlando, FL – 832 currently has over 3000 FTTx subscribers. This includes residential and business services.

Hyperion assisted 832 with initial network design support and has been supporting them since Day 1 of operations. Currently, Hyperion supports 832 with Tier 2 and Tier 3 network operations services. This includes Network Monitoring, 24x7x365 Support and Dispatch, Network Design, Route Secure, and several other services not referenced in this RFQ.

Example 3:   Community Telecom Services (CTS Broadband) in Monticello, KY – CTS Broadband currently has over 10,000 subscribers with a mix of FTTx and Cable TV systems. This includes residential and business services.

Hyperion currently supports CTS Broadband with Tier 2 and Tier 3 network operations services. This includes Network Monitoring, 24x7x365 Support and Dispatch, Disaster Recovery/Back-up, Network Design, Route Secure, and several other services not referenced in this RFQ.

Example 4:   Paducah Power Systems (PPS) in Paducah, KY – PPS currently has over 10,000 FTTx subscribers. This includes residential and business services.

Hyperion currently supports PPS with Tier 2 and Tier 3 network operations services. This includes Network Monitoring, 24x7x365 Support and Dispatch, Network Design, Route Secure, and several other services not referenced in this RFQ.

Example 5:   City of Marshall, MI (Marshall) in Marshall, MI – Marshall currently has over 4500 FTTx subscribers. This includes residential and

business services.

Hyperion currently supports Marshall with Tier 2 and Tier 3 network operations services. This includes Network Monitoring, 24x7x365 Support and Dispatch, Network Design, and Route Secure.

Business Experience in Services to be Provided:

Hyperion was formed in order to fill a gap and provider these services to smaller regional service providers. Hyperion has been supporting customers with these services since the day of inception and our executive management and technical resources have decades of experience working in and supporting these same types of networks.

4.4   Provide information as described in Section 5.

<<Responses to Section 5 details are included in-line below.>>

4.5   Provide a list of all subConsultants, proposed duties and functions, qualifications, contact information, etc.

Hyperion currently self-performs all associated services within our portfolio.

4.6   The respondent shall include a statement that he/she made their own examination, investigation and research regarding the method of doing the work, all conditions affecting the work to be done, the labor, equipment and materials, and the quantity of the work to be performed. The Proposer agrees that it has satisfied itself by Proposer's own investigation and research regarding all of such conditions, and that Proposer's conclusion to enter into the Service Agreement and based upon such investigation and research, and that Proposer shall make no claim against the City because of any of the estimates, statements or interpretations made by any officer or agent of the City which may prove to be erroneous in any respect.

Hyperion agrees to the statements included within Section 4.6.

4.7   There is no specified limit to the amount of material submitted in response to 4.1 through 4.6, however portions of submittals not clearly referencing the respective section may not be considered in the evaluation of the firm.

5. Scope of Services

The awardee of this RFQ will serve as the primary Network Operations Center (NOC) for the City of Superior (ConnectSuperior) on a continuous basis 7 days per week, 24 hours per day, every day of each year. Entities authorized to contact the NOC will be limited to ConnectSuperior Staff, Open Access Internet Service Provider's staff and operational representatives of Nokia. ConnectSuperior will be deploying Nokia routers, optical line terminals and optical network terminals. The Nokia Altiplano Access Controller will be used to manage this infrastructure and COS Systems business engine will be used for provisioning.

Service area starting in spring of 2025 will be up to 860 end points with expansion planned in 2025 and 2026. Maximum end points anticipated within the City is just over 12,000.

Service Desk

The service desk component describes the coordination center for the NOC services. The NOC function must provide the following capabilities:

- Perform **Event and Incident Management** functions, including:

  - Monitoring of the Nokia Internet Protocol (IP) Core and Subscriber Access (OLTs, ONTs) environment and all associated service endpoints.
  - Generate alerts when any component of the ConnectSuperior IP Core and Subscriber Access exceeds manufacturers operational parameters.
  - Provide first-tier incident response, including creation, assignment and tracking of incident response tickets as appropriate based on generated alerts or other notifications from ConnectSuperior staff.
  - Provide granular and targeted notification of outage events or other service impacts to affected users and ConnectSuperior staff.
  - Provide online accessible and real-time status updates for ongoing incidents with appropriate informational view for ConnectSuperior staff and partner ISPs.
  - Close incident response tickets upon service restoration, including timely notification as appropriate to affected parties.
  - Develop playbook and manage major incident communications accordingly and as requested. For major incidents, participate in post-incident root cause analysis (RCA) and process improvement determinations conducted by Connect Superior.
  - Publish daily status report of incident status to operational dashboard at connectsuperior.com/outage report.

- Develop and provide regular summary of incident management activities to operational management staff.
- Escalate unresolved issues to appropriate ConnectSuperior escalation point.

Hyperion Response:

Hyperion utilizes various 3rd party and internally developed tools to administer to all of the elements described above. Hence, Hyperion will be able to meet all the above technical and reporting requirements related to Event and Incident Management.

- Perform **Change Management** functions, including:

  - Develop and participate in ConnectSuperior change management process to determine maintenance windows, planned outages, or other service-impacting activities.
  - Creation and tracking of change control tickets from internet service and transport providers.
  - Issue granular and targeted notification of maintenance windows and planned outages to ConnectSuperior staff and stakeholders.
  - Close change control tickets upon completion, with timely notification to affected parties.
  - Status reporting of change management status to operational management staff at ConnectSuperior.
  - Real-time reporting of change management activities via connectsuperior.com/change management.

Hyperion Response:

Hyperion will be able to meet all the above technical and reporting requirements related to Change Management.

- Provide **Web-accessible Interface** for Connect Superior staff with visibility into current and historical incident management, service requests, and change management activities.

Hyperion Response:

Hyperion will be able to meet the above requirement for a Web-Accessible Interface for ConnectSuperior.

- Additionally:

  - Service Level Agreements (SLAs) will be jointly developed by the NOC and Connect Superior to monitor infrastructure and service performance to trigger appropriate alerting or other notifications. It is

expected that the awardee, would present a Standard Service Level Agreement (SLA) as a starting point. This mechanism would define any customized processes, roles and responsibilities for making updates, including training for its staff and lifecycle management of SLA documents.

- The NOC must implement a modern and comprehensive service management mechanism to support and proactively improve processes and procedures. Proposals will need to detail not only the processes and procedures, but also how they are managed, continuously improved and communicated. For example, in the RFP evaluation process, Connect Superior will want to understand how the NOC manages its policies and procedures for incidents, problem, request, change, introduction of new services, etc. Connect Superior will expect the NOC to have mature processes and communications plans for each process.

- The NOC may also be requested to collaborate with Connect Superior's Network team to review and improve end-user satisfaction, plan new features and to review and plan process and communications improvements, including:
  - Coordinating service support objectives
  - Reporting NOC statistics on incident management, service request, and change control activities. Such reports should include
  - Analyze trends or emerging issues that should be tracked and acted upon, if any;

- Complete timely RCA on major incidents or problems, which will include plans for future response improvements and other mitigation strategies; and

- Conducting weekly review session including periodic discussions on process improvement or other relevant issues.

Hyperion Response:

Hyperion today follows a very similar process with peer reviews and pass-down policies. These can be tailored to meet the end customer requirements. For change management, incidents are reviewed internally and incident remedy solutions are agreed upon and implemented appropriately. Hyperion will work with Connect Superior to ensure we tailor this service to meet both parties needs. Connect Superior would become part of our peer review policy.

Hyperion also meets the requirements above noted with respect to improving end-customer satisfaction, RCA requirements, and we currently run review sessions with our customers on various intervals as requested.

Respondent will provide information on how its systems can be linked to Connect Superior's source-of-truth (SOT) regarding internet service providers,

customer premise equipment, and third-party vendors. Connect Superior requires the respondent to state whether their systems have the capability, via API's to:

- accept data from Connect Superior's SOT,
- the capability to access the SOT for various types of information that can be leveraged to increase operational posture

Hyperion Response:

Hyperion supports the use of API's today, but the above request would have to be implemented and tested with respect to interface with Connect Superior.

Break/Fix

As part of the proposal, it is expected that the NOC will coordinate and deliver a Break/Fix component that will:

- Provide supporting engineers trained to troubleshoot and repair problems with the deployed components and configurations of the Connect Superior network and/or compute platforms.
- Monitor the deployed components and configurations of Connect Superior's network infrastructure, detect routine operational failures.
- Undertake appropriate restorative actions in response to operational failures to return functionality to originally deployed and configured levels and communicate such actions to Connect Superior.
- Where unable to repair an impaired or down service within a set service level expectation, escalate to Connect Superior on-the-ground staff to assist in repair.

- When escalation to Connect Superior staff is required to assist in break/fix repairs, participate in documentation, training and other activities to assure the NOC can repair identified recurring issues independently during future incidents.
- Examples of expected break/fix support include:
    - Monitoring alerts, system logs, and system telemetry, and recognizing indicators of a deviation from expected state required to identify failed hardware and associated service impacts.
    - Diagnosing failed components within an SLA.
    - Diagnosing circuit failures, or other physical impairments to the network and coordinating with the associated vendors within an SLA to open and track tickets for the outage or service degradation.
- Engaging remote smart hands assistance for problem identification where necessary.
- Engaging in a portion of the Return Merchandise Authorization (RMA) process.
- Writing and/or executing replacement Methods of Procedures (MoPs) to direct remote hands in failed part replacement and managing the execution of

MoPs to successful conclusion.
- Documenting failure resolution and communication of failure and remedy details to ConnectSuperior staff.
- Engaging escalated support (ConnectSuperior, Nokia, Internet Service Providers) when necessary, from ConnectSuperior technical resources in a timely manner, when established break/fix procedures cannot identify and/or remedy the issue.
- Engaging with third-party suppliers including maintenance contract providers i.e. Outside Plant maintenance vendor, fiber providers, circuit providers, colocation providers, and other ConnectSuperior contractors as needed to completely resolve identified issues.
- Working with ConnectSuperior staff to continuously improve documentation and processes to better prevent the occurrence of and break/fix support for future failures and related incidents.

The NOC would be required to develop run books and provide staff training based on the above information.

Hyperion Response:

Hyperion can support all of the above requirements relative to Break/Fix.

Backoffice Systems

To increase reliability and security of the ConnectSuperior infrastructure and aid in the timely resolution of impairment issues, ConnectSuperior will provide Altiplano access to the awardee. The respondents should document support in the following areas related to their operational tooling:

- Backoffice systems to support a modern operational regime that combines ticketing, monitoring, alerting, SLA tracking and configuration management information necessary to provide operational break/fix support.
- High-availability approach that assures necessary 100% availability and security. The NOC will be responsible for providing secure access i.e. as multiple geographically distributed instances, maintained with a regular backup rotation, with documented processes in place to handle common scenarios like Distributed Denial of Service (DDoS) attacks, ransomware threats, and other commonly-recognized security issues. ConnectSuperior will expect to review the respondent's business continuity and disaster recovery plans as they are relevant to services covered under this RFP.
- The NOC will be responsible for coordinating with ConnectSuperior staff in performing regular backup verification tests, including annual failover/disaster recovery drills as required to confirm process and implementation support for those scenarios.

Hyperion Response:

Hyperion currently works with customers to ensure the proper software is in

Security of NOC and Connect Superior Operational Environment

- The NOC and ConnectSuperior staff will collaborate to produce security plans designed to protect both the Connect Superior environment and the operational support systems. For example, plans should address vulnerability management processes that reduce the time to patch, anomaly detection such as Crowdstrike, protections against ransomware, and implementation of a zero-trust architecture.
- All NOC systems used to support ConnectSuperior environment and services will include a dedicated instance for ConnectSuperior. Access controls must be in place to prevent staff without an ConnectSuperior relationship from access or viewing data on these systems.
- ConnectSuperior requires that providers have and share a security and continuity of business plan for the operational support systems it provides to ConnectSuperior. These plans must include at minimum the ability to sustain operations during attacks and other emergencies that could impact the systems or the facilities they reside in.
- ConnectSuperior will require the provider to detail its plans for major incidents, attacks and events that could affect the systems or facilities used by the provider. At minimum, we would expect to see evidence that the provider has clear plans for DDoS, ransomware, catastrophic destruction or access restriction at one of its data centers and related contemporary scenarios.
- ConnectSuperior requires immediate notification of any security breach/event/incident that jeopardizes the confidentiality, integrity, availability, or control of the operational support systems used to support ConnectSuperior or possibly exposes our data to unauthorized individuals.
- In support of continuous security monitoring, the NOC will provide ConnectSuperior with continuous and unfettered direct access and system logging feeds for all systems and devices used to support the ConnectSuperior network and service.
- The NOC will follow ConnectSuperior security policies such as, security incident management (covering suspected or active attacks, or intrusions against the ConnectSuperior network).
- NOC and ConnectSuperior will perform quarterly security risk assessments of support systems, processes, and personnel. The NOC will make recommendations at each security assessment. Recommended improvements identified by the security risk assessment will be developed jointly by the NOC and ConnectSuperior. Ultimately it will be ConnectSuperior leadership that decides the resolution of identified risks (e.g., accepted or mitigated).
- The NOC staff working with ConnectSuperior will complete at least the same

quarterly security awareness training as that of ConnectSuperior staff in addition to any training provided by the NOC itself.

Hyperion Response:

Hyperion meets all the above requirements and can provide access to Connect Superior as required. We offer a Disaster Recovery Solution today that follows the 3-2-1 Rule as a data protection strategy, whereas, Hyperion has offsite and cloud-based resources to support back-up continuity.

Additionally, while Hyperion offers services and tools to help customers with network security, Hyperion is not a Security Consultant. Our goal is to setup the network with various tools that will help to minimize threats, but the end customer owns the network and their back office such that Hyperion cannot control any attacks that might initiate through human error and/or disregard for physical and/or network security practices and protocols. Hyperion also has firewalls and physical access restrictions on our physical locations.

NOC and Break/Fix Support SLAs

ConnectSuperior expects the NOC to maintain SLAs for key performance metrics. Submitted proposals must address the items in the list provided below as well as any additional information about standard offerings of the NOC's standard SLA's or Service Level Objective (SLO)s. Connect Superior will work with potential awardees to finalize a set of metrics and performance targets for the eventual contract.

- KPIs and metrics - include the KPI's and other related metrics supported by an SLA.
- Service levels, rankings, and priority - include a description of the services, severity levels of disruptions and target response times.
- Service response - include the service description, SLA target, Performance Metric(s), and method of measurement (e.g., MTTF).
- Exceptions and limitations - list any exceptions to the SLA conditions, scope, and application.
- Responses and responsibilities - define the responsibilities of both the service provider and the customer.
- Service Management - define the service management and support details applicable to the service provider in this section, such as hours of operation for each support service, (e.g., NOC Hours, On-Call hours, etc.).

Hyperion Response:

Hyperion currently tracks performance metrics with our existing systems and processes. Upon award of this contract, Hyperion will work with ConnectsSuperior to agree on a set of KPIs, definitions and responsibilities to help with continuous improvement surrounding NOC and Break/Fix SLAs.

Quarterly Reviews

ConnectSuperior requires an in-depth review of activity with the NOC at quarterly

intervals throughout the year. The provider would need to agree to providing the following:

- Quarterly, ConnectSuperior and the NOC will meet to discuss upcoming activities, milestones, observations from the prior quarter, process improvements or changes, staffing, training and other strategic items.

Hyperion Response:

Hyperion currently engages in monthly and/or quarterly reviews with other customers, so we have no issue with this and expect to work with ConnectsSuperior if Hyperion is the NOC awardee.

Performance Management

The NOC will be responsible for providing and maintaining an escalation matrix from the shift management to senior executives within the providers' organization. An executive sponsor should be named as a liaison to ConnectSuperior senior management.

The NOC will be expected to manage its performance metrics and to regularly engage with ConnectSuperior related to areas of improvement for both the NOC and Connect Superior in tuning and ConnectSuperior continuously improving the services delivered to ConnectSuperior customers and the efficiency of activities between ConnectSuperior and the NOC.

Hyperion Response:

Hyperion understands the importance of an escalation matrix to support these services and this will be provided to ConnectSuperior if Hyperion is selected as the NOC awardee.

Hyperion currently tracks performance metrics with our existing systems and processes. Upon award contract, Hyperion will work with ConnectsSuperior to agree on a set of KPIs to help with continuous improvement.

Onboarding Requirements

ConnectSuperior will be deploying Nokia IP core and subscriber access equipment. To facilitate their end of the NOC onboarding process, ConnectSuperior expects to enter into an agreement while the network is being deployed. Respondents need to provide an explanation of their onboarding process, including any system setup.

Hyperion Response:

Hyperion utilizes a formal process to onboard all new customers. This process is outlined below.

The onboarding process for a Network Operations Center (NOC) typically involves several key steps to ensure a smooth transition and effective network management. Below is Hyperion's process flow:

Initiation: This phase sets the stage for the entire onboarding process, usually taking 1-2 weeks. It involves initial meetings to understand the client's requirements and expectations

Planning: Over the next 1-2 weeks, a detailed roadmap is created. This includes defining roles, responsibilities, and timelines

Execution: The core of the onboarding process, typically lasting about 6 weeks. This phase includes setting up login credentials, providing training on network monitoring and management tools, and implementing network performance evaluation tools

Pre Go-Live: Final preparations are made, including testing and validation of the NOC setup

Go-Live: The NOC becomes operational, and the team starts monitoring and managing the network in real-time

Close: The final phase involves a review of the onboarding process, addressing any issues, and ensuring everything is running smoothly

6. <u>SubConsultants Listing</u> (Must be submitted with Qualifications.)

Network Operations Center (NOC)

The undersigned agrees to employ the following listed **subConsultants** for the following enumerated classes of work and not to alter or add to such list without the written consent of the City of Superior, WI. Use separate sheet as necessary.

	<u>SUBCONSULTANT</u>	<u>CLASS OF WORK</u>
1)		
2)		
3)		
4)		
5)		

Submitted by: COMPANY _____

                              ADDRESS _____

                              COMPANY REPRESENTATIVE _____

7. **Addenda Acknowledgement** (Must be submitted with Qualifications)

Network Operations Center (NOC)

I/we hereby acknowledge receipt of the following addenda(s):

Addendum No. _____ Dated

Addendum No. _____ Dated

Addendum No. _____ Dated

Addendum No. _____ Dated

I/we further certify that no agreement has been entered into to prevent competition for said work and that I/we carefully examined the site where the work is to take place, and the plans, specifications, form of contract and all other contract documents.

I/we further agree to enter into the contract, as provided in the contract documents, under all the terms, conditions and requirements of those documents.

* If no addenda were issued, the consultant/firm shall so indicate and sign this document.

Hyperion Solutions Group, LLC
Company

Representative Signature