

CITY OF COLUMBUS / DEPARTMENT OF TECHNOLOGY
SPLUNK SOFTWARE MAINTENANCE AND SUPPORT RENEWALS
PROPOSAL

1.0 SCOPE AND CLASSIFICATION

- 1.1 **Scope:** This proposal is to provide the City of Columbus, Department of Technology (DoT) with software maintenance and support for the Splunk software listed in this specification and Splunk conference admission for one attendee. The City is a current Splunk customer, and seeks offerors who are authorized Splunk partners or distributors.
- 1.2 **Classification:** The City is looking for offerors that meet the requirements to provide annual software maintenance and support renewals listed in this ITB. Only authorized partners or distributors of Splunk software are eligible to bid in response to this ITB.

2.0 APPLICABLE PUBLICATIONS

2.1 N/A

3.0 REQUIREMENTS

3.1 **General Requirements:**

- 3.1.1 **Term:** The proposed contract shall provide for maintenance and support renewals (as detailed herein) from July 21, 2018 through July 20, 2019.
- 3.1.1.1 **Annual Extension:** Subject to mutual agreement, the period covered by the ensuing contract, under the same terms and conditions stated therein can be extended for two (2) additional years, or portion thereof, at the same pricing and the same escalator clause.
- 3.1.2 **Pricing:** The bidder shall submit a firm, fixed unit price for annual software maintenance and support renewals for the Splunk items listed within this specification.
- 3.1.2.1 **Escalator/Deescalator Clause:** No price adjustment shall be granted during the first year of an awarded contract. Thereafter, price adjustments may be negotiated as part of any annual extension, as described in 3.1.1.1.
- 3.1.2.3 **Right of Cancellation:** If at any time during the term of the contract the supplier's total request(s) for a price increase(s) are greater than fifteen percent (15%), the City of Columbus may cancel this agreement with thirty (30) days written notification.
- 3.1.3 **Quantity:** Part numbers and quantities for each item are as stated in section 3.3.
- 3.2 **Bidder Requirements:** Splunk shall authorize the offeror to provide Splunk software maintenance and support renewals. Offerors shall provide credentials attesting to the requirement of authorization by Splunk to provide maintenance and support renewals.

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3.3 **Specification Requirements:** The offeror shall provide Splunk software maintenance and support renewals as follows:

Item #	Item Part #	Item Description	Quantity
Item #1	SE-100GB-P-ES	Splunk Enterprise 100GB/day (5 support contacts); Enterprise Support 1 Year	2
Item #2	APP-SESS-100GB-P-ES	Splunk App for Enterprise Security 100GB/day; Enterprise Support for 1 Year	2
Item #3	IT-P-LIC-100GB-ES	Splunk IT Service Intelligence 100 GB/day; Enterprise Support 1 Year	2
Item #4	USER-CONF-REG	User Conference Attendance, Conference Year = 2018	1

3.3.1 **Software Upgrades:** The bidder shall offer agreement(s) that enable the City to access new versions and releases of Splunk software as they become generally available. The agreement(s) must enable the City to access new versions from https://www.splunk.com/en_us/download/splunk-enterprise.html.

3.3.2 **Technical Support:** The bidder shall offer agreement(s) that enable the City to access 24x7 technical support available for Splunk software, and enable the City to access self-help support available at https://www.splunk.com/en_us/download/splunk-enterprise.html.

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