



Request for Proposals 21RFP057 Internet Firewall Replacements

Date	Event
November 17 & 24, 2020	Dates of public notice
November 30, 2020	Due date for questions by 5:00 pm
December 3, 2020	Questions and Answers posted on our website
December 16, 2020	RFP opening / due date at 2:00 pm CST
February 22, 2021	AISSD Board meeting for review/approval

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Due to COVID-19 precautions and to prevent the spread of COVID-19, and in an effort to provide ongoing support and services for Austin ISD, the District has decided to accept proposals for **21RFP057 Internet Firewall Replacements** via email to: brenda.dalton@austinisd.org no later than **Wednesday, December 16, 2020 at 2:00 p.m. CST.**

To ensure a fair and transparent solicitation process and the integrity of submissions:

- All Proposals submitted via email will not be opened until AFTER due date and time.
- Proposals received via email after the specified due date and time shall not be considered.
- Firms must place the following information in the subject line of the email containing your submission:
21RFP057 Internet Firewall Replacements / Vendor Name / Submission Attached
- Proposals submitted via email should not exceed 20MB. If attachment is more than 20MB, please zip the file or separate it into two (2) attachments and email separate emails with the subject line above.
- Proposals must still be submitted in the specified format and all Required Forms must be signed and submitted with emailed response.
- Submit questions via email to: brenda.dalton@austinisd.org
- In the e-mail subject line, type: **Questions 21RFP057 Internet Firewall Replacements**
- Questions & Answers and addenda will be posted on our website: www.austinisd.org/cp/bids

Checklist and Submission Guidelines

This checklist is provided to help you conform to all form/document requirements stipulated in this solicitation and attached herein.

(This is not a required form, it is not necessary to return this checklist with your proposal.)

Understanding the Proposal

Completed

- Read entire RFP document, appendices and attachments
- Review AISD Policy and Instructions on our website: [Policy and Instructions](#)
- Attend pre-proposal conference (not required)
- Submit questions properly before deadline
- Review addenda, Q&A and other additional attachments
- Review Proposal Format section of RFP

Forms

Completed | Required

- | Bid Certification
- | Notification of Criminal History of Contractor
- | Debarment, Suspension and Ineligibility Certification
- | Conflict of Interest Questionnaire (CIQ) – electronic
- | Strategic Partner Profile
- | EDGAR Vendor Certification
- | Software Vendor Certification Form

Submitting the Proposal

Completed

- Prepare the proposal in the format specified and sign all required forms
- Submit proposal via email by RFP opening / due date and time

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I. INTRODUCTION

The Austin Independent School District (herein after referred to as “AISD” or the “district”) is seeking proposals from firms qualified and experienced in providing Internet Firewall equipment acquisition, installation and configuration. Being a legal method of procurement for school districts in Texas, AISD would like to utilize current platforms to engage suppliers.

The AISD intends to replace our 2 current Internet firewalls with Palo Alto 5220 (or equivalent) network firewalls and related accessories. This equipment will accommodate the growth in the AISD Internet bandwidth requirements for the firewalls in the North and South segments of the AISD network. The South segment supports approximately 57 campuses and the North segment supports approximately 73 campuses. Details of the equipment and requirements for the project are described below under Scope of Service.

Each Bidder, by submitting its proposal, agrees that the proposal is subject to the Austin ISD Policies and Provisions and agrees to comply with those conditions. Acceptance of a proposal will occur only when a contract is executed. Any contract will incorporate the Austin ISD Policies and Provisions and Standard Terms and Conditions and no commitment exists until a contract is executed by both parties.

II. HISTORICALLY UNDERUTILIZED BUSINESS (HUB) PROGRAM REQUIREMENTS

The HUB Program promotes and strongly encourages the involvement and participation of Historically Underutilized Businesses in District-wide procurements. According to AISD policies CH (LOCAL) and CV (LOCAL), the HUB Program guidelines are not applicable for this type procurement.

III. PROPOSAL FORMAT

A. Preface

The Contractor shall provide an executive summary of two (2) pages or less, which gives in brief, concise terms, a summation of the proposal.

B. Proposal

The vendor’s proposal itself shall be organized in the following format and informational sequence:

Section I – Summary of Experience

This section shall contain the full name and address of the contractor submitting the proposal and a brief summary of the contractor’s experience and individual experience for personnel who will provide this product or service.

Section II - Scope of Service

A description of services and capabilities as outlined in the Scope of Service and Performance Requirements sections of this RFP, in the order shown. Clearly state

any exceptions taken to the specifications of this RFP, or any conditions of the proposal.

Section III - Financial Proposal

This section shall contain a straightforward, concise delineation of the contractor's fees to satisfy the requirements of this RFP. It is the contractor's responsibility to specify all costs (i.e. administrative fees, processing fees, etc.) associated with providing the products or services required herein.

Section IV – References

References are to be from government agencies and/or firms, which are substantially serviced by the vendor (references most similar to Austin ISD should be provided). Each reference must contain the reference's name, address, telephone number, and point of contact (including email address). A list of at least three (3) references from current customers must be provided.

C. Required Forms

Contractor shall execute the following required forms (located on our website: [Required Forms link](#)), and return the **signed original** via email with the proposal:

- Bid Certification
- Notification of Criminal History of Contractor
- Debarment, Suspension and Ineligibility Certification
- EDGAR Vendor Certification
- Software Vendor Certification Form (when applicable)
- Conflict of Interest Questionnaire (CIQ). The CIQ is prepared by the Texas Ethics Commission, in compliance with Chapter 176 of the Texas Local Government Code. The form should be submitted on-line at [Conflict of Interest Questionnaire - CIQ](#).

IV. INITIAL REVIEW OF PROPOSALS

Any contractor determined non-responsible or any proposal determined non-responsive will not be evaluated further. The contractor will be notified of a non-responsible or non-responsive determination.

Responsive

In order for a proposal to be responsive:

- ALL required forms listed above shall be signed and included with proposal;
- Proposal shall be received prior to the RFP opening date per the instructions listed on the cover page;
- Proposal shall respond to the entire scope of service and performance requirements as requested.

- Proposal shall respond to the request “Vendor Response” at the end of each sub-sections A – N, of section **VI - Scope of Service and Performance Requirements**.
 - Vendor shall check the box next to “Comply”, meaning the can comply with all portions of that sub-section, or check the box next to “Exception”. If the “Exception” box is checked it needs to be followed by a detailed explanation of why the vendor cannot comply, either in the provided space, or as a separate attachment to the Proposal.
 - See example, below, of what to look for below after each sub-section.

Example: | Vendor Response to items in this section: Comply Exception - Explanation:

Responsible

In order for a proposal to be responsible, the contractor shall be in good financial standing with the Texas Comptroller of Public Accounts.

V. COMPETITIVE SELECTION / EVALUATION

- A. This is a NEGOTIATED procurement and as such, award will not necessarily be made to the offeror submitting the lowest priced proposal. Award will be made to the firm submitting the best responsive proposal satisfying AISD’s requirements, price and other factors considered.
- B. The district anticipates that the evaluation process may include the following evaluation criteria (for example, but not limited to):

Points	Item	Detailed Description
30 Points	Proposed Plan	<ul style="list-style-type: none"> • The adequacy and completeness of the plan offered addressing the Scope of Service. • Extent to which the goods or services meet the district’s needs. • Quality of the vendor’s goods and services.
25 Points	Contractor's Capabilities	<ul style="list-style-type: none"> • The demonstrated ability of the Contractor to provide services, including references. • Reputation of the vendor and vendor’s goods and services • Vendor’s past relationship with the district
10 Points	Management and Reporting Capabilities	<ul style="list-style-type: none"> • The ability of the contractor to efficiently and accurately process management and reporting requirements as described in the RFP will be considered. • Administrative capabilities for purchasing and billing • E-Rate requirements
35 Points	Financial Proposal	<ul style="list-style-type: none"> • Cost for components as bid in the unit costs on Attachment A – Unit Cost / Total Cost Estimate Worksheet will be the basis for this comparison. • Purchase Price • Total long-term cost to the district • Impact of district’s compliance with laws and rules relating to Historically Underutilized Businesses

- C. The committee evaluating the proposals submitted in response to this RFP may require any or all contractors to give an oral presentation in order to clarify or elaborate on their proposal as well as to provide a demonstration. Upon completion of oral presentations or discussions, contractors may be requested to revise any or all portions of their proposals and submit a best and final offer (BAFO) for consideration.

- D. If the district determines that additional evaluation steps are required to determine the best value between Contractors, the district reserves the right to consider any or all of the following additional criteria; the proposed price, contractor's experience, references and record for responsibility, or any other relevant factor that the district deems necessary to determine best value.

VI. SCOPE OF SERVICE AND PERFORMANCE REQUIREMENTS

Term

The agreement(s) resulting from this solicitation will be in effect for an initial term of one (1) year from the date of award by the Board of Trustees, or such date established by the agreement. The parties by mutual consent may renew the agreement for up to four (4) additional one (1) year periods. In addition, the district reserves the right to extend the contract for an additional time beyond the final expiration date if necessary to ensure no lapse in service.

A. Background Information and Overview

The Austin Independent School district is a large urban district in Austin, TX with approximately 83,000 students. All of Austin ISD's 130 sites are interconnected over a metropolitan fiber network known as the Greater Austin Area Telecommunications Network (GAATN) which is arranged in multiple interconnected rings throughout the city. The GAATN network is maintained via a consortium of several other government and public entities including the City of Austin, the State of Texas, and the University of Texas at Austin. The AISD network has implemented the Resilient Ethernet Protocol (REP) to meet requirements for high reliability and availability of the GAATN fiber network. Austin ISD obtains broadband Internet access via multiple 10 Gbps links running across the GAATN network. Each of these links connect to an Internet Service Provider (ISP) in a colocation facility or point of presence (POP) to reach the Internet.

For purposes of Internet access, the AISD network infrastructure is partitioned into two separate network segments (North and South). The purpose of this RFP is to replace the firewall equipment serving the North and South segments of the AISD network. The South segment supports approximately 57 campuses and the North segment supports approximately 73 campuses.

The proposed firewall equipment must provide sophisticated features for identifying, controlling and blocking Internet traffic at multiple levels at 10Gbps speed. Extensive Layer 7 functionality will be important to this project, as well as next generation intrusion detection and prevention technologies. AISD expects to use the firewalls to provide up to 10 Gbps of additional bandwidth capacity and plans to manage these devices from one management application (single pane of glass).

The AISD will request funding for this project as part of the E-Rate Program. The bidder must confirm that they are in full compliance with all E-Rate vendor requirements as specified below.

AISD expects to begin the firewall replacement sometime after April 1st, 2021 and to complete all work by September 30th, 2022.

Palo Alto equipment is used in the example, but proposals of alternative products with equivalent features and functionality will be accepted for consideration.

Any alternative solution proposed must include all additional costs that would be incurred in order to create an equally functional and manageable enterprise environment. These additional considerations must include licensing, implementation of a management platform, etc. The

additional technical issues must be described comprehensively in detail in the proposal. The associated costs must be explained in detail in the bidder's response. These items should be included on the financial proposal and the additional items should be listed in the appropriate sections of Attachment A. Some costs for network management and feature licenses may not be eligible for E-Rate funding.

B. Internet Firewall Upgrade Project Scope

The contractor will be required to provide comprehensive services to complete the entire process of the firewall upgrade at the site specified. These services will include planning, equipment acquisition, staging, scheduling, installation and integration of the new equipment into the existing network. The scope will include reporting, documentation updates, communication and coordination with other parties involved in the overall project. The selected contractor must be willing to work in a cooperative manner with the AISD staff and other parties working on behalf of AISD. There may be other projects underway at a campus that will require coordination and planning.

The scope of this project will include the purchase, configuration, and installation of Palo Alto (or equivalent) firewall equipment (and possibly other devices). Proposed firewall equipment will be evaluated based on how well it meets the district's needs, and the device should provide robust support for the following features:

- Application Visibility: full visibility, performance monitoring and control of Internet applications that may or may not use unique TCP or UDP port assignments, examples of which include:
 - Netflix
 - YouTube
 - 3rd party VPN programs like OpenVPN, NordVPN, UltraSurf, etc.
 - Audio and Video collaboration protocols and online meeting software
 - Custom AISD-defined applications, identifiable by TCP/UDP port, IP address range, Server Name Indication (SNI) field in the TLS handshake, HTTP Hostname field, etc.
 - AISD expects that the firewall product will be automatically updated with new application signatures by the hardware manufacturer
- User Identity: associate client IP addresses with usernames gleaned from network logins via:
 - Microsoft Windows AD login events
 - Aruba ClearPass login events
 - Captive portal or block pages served by the firewall itself
 - RADIUS accounting messages
 - Formatted Syslog messages
- Next-generation Intrusion Prevention System, with the ability to:
 - automatically adapt to new network threats
 - analyze network requests and downloaded files for malware

- subscribe to anti-malware feeds provided by third parties
- sandbox threats to detect those previously unknown
- Management of the appliance from one console, or “single pane of glass”, that can manage more appliances when added in the future
- Provide full API functionality via REST/XML, allowing AISD to automatically:
 - Read and make changes to the configuration, or read the current and historical states of network transactions
 - Send network events to SIEM platforms
 - Put offending client devices in a “quarantine” mode (via VLAN or ACL mode)
 - Open Help Desk tickets
- High Performance Architecture, allowing the firewall device to monitor and secure network traffic without impacting the throughput of the device. It should be possible to fulfill all the above roles at 10Gbps throughput without causing network slowdowns
- Configuration auditing and management features including historical archiving, diff, commit and rollback

The contractor installing the firewall will be responsible for installing new equipment, making all necessary interconnections, and then verifying that the AISD network services are fully functional.

AISD will provide detailed instructions for network design, site survey templates, configuration requirements, installation procedures, documentation procedures, and coordinate scheduling with the campuses. Examples of these have been provided in Attachment B & C. The contractor will be expected to provide experienced staff with adequate expertise in project management and firewall technologies to comply with the implementation standards required at AISD.

Vendor Response to items in this section: Comply

Exception - Explanation:

C. General Outline of the Project Process

These are the primary tasks for each campus in this project:

1. Perform a pre-installation site survey at each site to verify installation plans, rack placement of equipment, verify/document equipment counts, patch cable lengths and counts, and jumper cabling required.
2. Update documentation of firewall device inventory per AISD documentation requirements.
3. Stage equipment (at contractor’s location, off site), configure the device to meet AISD’s security requirements, inventory and label devices.
4. Document the network connections in the interface descriptions.
5. Install equipment during evening/night hours (possibly weekend) installation window (typically 4pm to 12am), as scheduled by AISD.

6. The equipment installation should be completed in one evening.
7. Provide any additional equipment to AISD that will be installed by AISD if necessary.

Vendor Response to items in this section: Comply

Exception - Explanation:

Evaluation Criteria for: Contractor's Capabilities

D. Project Management

This project will be coordinated by an AISD project manager. The selected contractor will be required to provide comprehensive project management services on this project. These services will include on-site inspections, scheduling, close oversight of work crews, weekly reporting, documentation updates, communication and coordination with other parties involved in the overall project. The vendor should provide a dedicated project manager for the entire project. The selected vendor must be willing to work in a cooperative manner with the AISD project manager and with other AISD contractors. These project management services should be quoted as a separate cost (there is a line item at the bottom of the Attachment A – Cost Estimate Worksheet).

The contractor will be responsible for all tasks requested in this RFP under the direction of a project manager provided by AISD. The contractor will not sub-contract or enter into any subcontracting agreements pertaining to this contract without prior written agreement by AISD. Any intention to subcontract parts of this project should be clearly stated in the contractor's response to this RFP.

The individual in the role of project manager will have a critical role in the successful completion of this project. The contractor should include a resume of the individual that they propose for project manager. AISD reserves the right to approve the individual assigned as project manager. AISD expects this project to be the top priority of the assigned individual for the duration of our project. AISD expects this individual to follow our processes and procedures during the project. AISD reserves the right to require a change of project manager at any time if, in our judgment, that would improve the outcome of this project.

The requirements for the project manager include commitment to ownership of this project and commitment to meeting deadlines. This individual must demonstrate organizational skills, familiarity with the technical aspects of the project, prompt and accurate communication, attention to details, honoring all commitments, ability to work cooperatively, willingness to conform to AISD processes/procedures, timely materials management, hands on management of work crews, and on-site presence during campus installations.

The project manager must closely supervise the work crews. Details of daily schedules and progress must be reported to AISD accurately. Weekly summary reports to AISD will also be required.

AISD will provide an acceptance checklist to the contractor at the beginning of the project (see Attachment C for example). The contractor's project manager must complete a site inspection of each campus when installation is completed and verify that all work has been done to the AISD specifications. AISD will then schedule a final walkthrough with the vendor. There should be no punch list items found by AISD on this final walkthrough.

Vendor Response to items in this section: Comply Exception - Explanation:

E. Contractor Staffing Requirements

The contractor must be able to provide adequate, dedicated resources to work continuously on this project, and stay on the schedule provided by AISD. The contractor is expected to provide the resources to support the implementation schedule as determined by AISD.

The contractor must agree to increase the resources allocated to this project if the scheduled work begins to fall behind (or if requested by the AISD Project Manager).

Each work crew must have an assigned team lead to provide continuity and clear communication throughout the course of this project. Each work crew must include one or more network engineers with adequate technical expertise to address any configuration or troubleshooting issues that may arise during the staging and installation phases of the project. The crews should have adequate manpower to complete the installations within the allocated windows. AISD expects the installation team to include at least 2 people. The network engineers should not be included in this count because their time should be dedicated to verifying connectivity, troubleshooting, customization of port configurations, and comprehensive testing of network functionality. The project manager is expected to be onsite for each installation to ensure that the installation is on schedule, manage communication of status to AISD throughout the process, and deal with logistical issues.

Vendor Response to items in this section: Comply Exception - Explanation:

F. Scheduling

The contractor must commit to meeting the schedule as agreed upon with AISD. The contractor will be expected to do whatever is necessary to meet the schedule. The contractor must be willing to address any contingencies that arise to stay on schedule.

If the installation crews can safely and quietly work around the daily class schedule, some work may be completed during the school day. The primary cutover of a site will always be scheduled after hours or on a weekend. However, the labor rates quoted to AISD should be valid no matter what time the work is scheduled.

These are the current school start and end times:

Elementary - 7:45 a.m. - 2:45 p.m.*

Middle & Junior High - 8:20 a.m. - 3:30 p.m.*

High School - 9 a.m. - 4:10 p.m.*

*Variations may exist with kindergarten or high school schedules or magnet schools.

Administrative Facilities – 7 a.m. – 5 p.m.

During the summer vacation and other periods when there are no classes, the contractors will be allowed to work during normal business hours. During the school year, contractors should plan work after typical campus hours, typically 4p.m. to 12:00a.m.

Vendor Response to items in this section: Comply Exception - Explanation:

G. Attachment A is explained in the Financial Proposal section below.

This bidder should provide cost estimates in this document. It will be evaluated as the Financial Proposal.

Vendor Response to items in this section: Comply Exception - Explanation:

H. Installation Guidelines for Vendors (preliminary) - Attachment B

Attachment B provides an example of the installation and configuration instructions that will be provided for the contractor. This example will be updated prior to the start of the project with specific information for this project. This is an example of the level of detail that will be required for successful completion of this project.

The contractor should thoroughly review this document. The work done on this project must comply with the specifications described in the final version of this document (to be provided at the beginning of the project). Please review carefully and address these requirements in the bid response.

In the RFP response, the contractor must verify that the installation guidelines document has been reviewed and that the contractor commits to meeting all requirements.

Vendor Response to items in this section: Comply Exception - Explanation:

I. Installation Acceptance Checklist (preliminary) - Attachment C

The Acceptance Checklist in Attachment C provides an example to outline of the requirements for completion of a typical AISD installation project. This checklist is preliminary and may be revised as the project plans are finalized. This is additional information to assist the contractor in understanding the requirements of the project. Please review carefully and address these requirements in the bid response.

In the RFP response, the contractor must verify that the acceptance guidelines document has been reviewed and that the contractor commits to meeting all requirements.

Vendor Response to items in this section: Comply

Exception - Explanation:

J. Contractor's Capabilities – Specific Requirements

The items listed below are requirements that the vendor must meet. The vendor must specifically address each bulleted item below in their response. Omission of a specific response will be considered as a negative response.

1. Consideration will be given to the partner certification level that the bidder holds with the product manufacturer that is being offered. The bidder should verify this status in the bid response. Bidders that have attained an equivalent of a Gold or Platinum certification level are preferred.
2. The contractor must provide 3 references for projects of a similar scale and scope. Educational environments are the preferred references.
3. It is preferred that the contractor have staff located in the greater Austin area in order to satisfy requirements for prompt response to operational issues (per AISD SLAs).
4. The contractor must specifically state any plans to bring staff from outside the area to meet the work force requirements and to staff availability for support and follow-up on this project.
5. AISD must approve any subcontractor to be used on this project.
6. The contractor must commit adequate, dedicated manpower to complete the work at all campuses within approximately 12 months. The exact schedule will be set by AISD.
7. The allocated manpower must be adequate to complete installation at one site within the schedule provided by AISD.
8. The contractor must submit a detailed manpower resource plan to demonstrate that adequate resources are committed to this project.
9. The contractor must agree to add additional manpower to the project if it falls behind schedule.
10. All contractor staff working at an AISD facility must have company identification and wear AISD badges at all time.
11. All contractor staff must dress according to professional standards and conduct themselves in a professional manner while on AISD property.
12. All contractor staff working at an AISD facility must pass AISD required background checks.
13. The contractor must obtain contractor access keys from the AISD service center, AISD contractor picture ID badges from AISD PD, and follow AISD access procedures to work on campuses. The contractor must obtain a set of contractor keys for each crew and for the project manager (minimum requirements).
14. The contractor must provide a dedicated project manager to oversee all the contractor's activities, and to serve as the single point of contact to AISD personnel and the project consultant.
15. The project manager will be responsible for coordination of all activities of contractor's staff.
16. The project manager must closely supervise work on each campus while underway and must complete inspection of work within 1 day of completion of an installation.
17. The project manager will be expected to provide daily and weekly reports of progress on the project. These reports must be accurate.
18. The contractor must provide documentation as specified by the AISD project manager. This will include updating existing documentation provided by AISD.
19. The project manager will be responsible for communicating all requirements to any subcontractor and for all work done by subcontractor.
20. The bidder should submit the resume of the proposed project manager.

21. The bidder should submit the resume of the networking professional proposed for the technical leader of this project.
22. The contractor must minimize and coordinate downtime of the existing network equipment when performing this work.
23. The contractor must have a set of test equipment for testing copper and fiber links. This test equipment must be onsite with each installation crew.
24. The contractor will be required to make pre-installation site visits in preparation for installation and may be required to assist in adjusting equipment in the racks to facilitate the placement of new equipment.
25. The contractor will be responsible for checking accuracy of parts required at each campus as part of the preliminary site visits and must notify AISD project manager of any discrepancies.
26. The contractor must verify placement of new network components during preliminary site visits.
27. The contractor must also verify exact cable length requirements for all patch cables during the preliminary site visits. Contractor must adjust orders to get the correct patch cables.
28. The contractor will be responsible for upgrading or downgrading the OS version on the firewalls per AISD's directive.
29. The contractor must label all cables in accordance with AISD cabling standards.
30. The contractor will be required to take digital photos of all installed equipment at completion of installation.
31. The contractor must remove old equipment, inventory all old equipment, cables, etc. and relocate this equipment to an AISD storage facility as instructed by AISD
32. The day after each installation is completed; the contractor must have staff available to return to the site for any problem resolution.
33. The contractor must also be prepared to make revisits to campuses to investigate possible issues at no extra charge to AISD.

Vendor Response to items in this section: Comply

Exception - Explanation:

Evaluation Criteria for: Management and Reporting Capabilities

K. E-Rate Terms and Conditions

The AISD intends to apply for discounts on the services/equipment listed in this RFP through the federal Universal Service Support Mechanism for Schools and Libraries, commonly known as “E- Rate.” Vendors submitting bids under this RFP must agree to meet the following conditions relating to the E-Rate program:

1. The Vendor must obtain a valid E-Rate SPIN number (Service Provider Identification Number) and must provide that SPIN in the Proposal submitted in response to this bid opportunity. If a Vendor does not currently have a SPIN but would like to apply for one, the Vendor must submit a completed FCC Form 498 to the E-Rate program administrator, the Schools and Libraries Division of the Universal Service Administrative Company (“SLD”). The form is available on the SLD’s website at: www.usac.org/sl in the Forms section. If the Vendor is unable to obtain a SPIN before the deadline for responding to this Request, the Vendor may attach its completed FCC Form 498 and proof that the form was

- submitted to the SLD (for example, Postal Form 3817 or a copy of the envelope bearing the postmark date of the mailing of the form; or email confirmation, etc.).
2. The Vendor must agree to timely submit to the SLD a completed Form 473, Service Provider Annual Certification Form, which is a program requirement. The Vendor must also agree to provide a copy of the completed Form 473 to the AISD upon request. This form is available on the SLD's website at www.usac.org/sl in the Forms section.
 3. The Vendor must agree to ship and/or deliver, and invoice for any services, goods and/or equipment requested in this Service Request on or after April 1, 2021. The exact date will be determined by AISD.
 4. The Vendor must register with the FCC and obtain an FCC registration number. See <https://apps.fcc.gov/coresWeb/publicHome.do> for more information about this requirement.
 5. The Vendor must separately itemize the cost of E-Rate eligible and ineligible products and/or services on its invoices. To determine what items are eligible, visit the E-Rate Eligible Services List at: <http://www.usac.org/sl/applicants/beforeyoubegin/eligible-services-list.aspx> or call the SLD at 888-203-8100. This requirement applies to services provided to E-Rate eligible entities (K-12 schools) and other AISD entities that are not eligible for E-Rate. The Vendor must provide unit pricing to enable the AISD to compute the bid price of services provided to K-12 schools.
 6. The Vendor must be in good standing with the FCC and have no debts outstanding that are owed to the FCC and must not be on Red Light Status. The Vendor must immediately notify the AISD in any event that the Vendor is put on Red Light Status by the FCC and must take immediate measures to resolve and remove its Red-Light Status. Vendor's Red-Light Status constitutes a material breach of contract and the AISD reserves the right to cancel the Agreement of the parties immediately and without incurring any termination charges.
 7. If Vendor learns of any federal, AISD or local investigation conducted by any regulatory authority that could have an impact on the AISD's ability to continue to receive the benefit of E-Rate funding, Vendor must notify the AISD within 30 days of learning of such investigation. The AISD reserves the right to cancel the agreement without penalty if the investigation impedes the AISD's ability in any way to receive the benefit of E-Rate funding subject to any investigation of wrongdoing.
 8. The Vendor must cooperate with the AISD in ensuring that the location names and addresses listed on the Vendor's bills are accurate and correct. The Vendor must agree to make any corrections to location names and addresses within 30 days of receiving such requests.
 9. The Vendor must cooperate with the AISD in providing documentation concerning the billing charges and calculations and answering any questions that may be required during the SLD review of the AISD's E-Rate application.
 10. The Vendor must agree to retain copies of all bills and any other records such as work orders, change orders and request for price quotes, issued to the AISD for 10 years from the end of each fiscal year that this contract is in effect, and to provide copies of these documents to the AISD upon request. These records may be stored electronically, and paper copies are not required to be retained.
 11. Vendors must agree to comply with the FCC's Lowest Corresponding Price rule and not charge a price above the LCP for E-Rate eligible services. See 47 C.F.R. Section 54.511 and 47 CFR Section 54.500(f). The Vendor is obligated to provide the LCP not just in this bid response, but throughout the course of the contract. The contract is required to contain a process for annual LCP compliance. Vendors may refer to USAC guidance at <http://www.usac.org/sl/service-providers/step02/lowest->

corresponding-price.aspx for additional information.

12. Vendors must agree to cooperate with AISD in completion of a Service Substitution Request in the event that this is necessary to receive funding approval for a newer model device that becomes available before the project begins.

Vendor Response to items in this section: Comply

Exception - Explanation:

L. Management and Reporting Capabilities

1. The project manager will be expected to provide AISD with documentation of a detailed, clearly defined work schedule for each campus.
2. AISD will issue a PO for the work at each campus.
3. Contractor must provide 1 invoice for each site that includes all charges (equipment, labor, etc.). This invoice must be itemized and must match the format of the PO submitted to the contractor by AISD. The invoice must be submitted within 1 month of the completion of the work on a campus.
4. All equipment ordered must be new from the manufacturer.
5. The contractor will be responsible for ordering all equipment and supplies far enough in advance to maintain the work schedule.
6. If necessary, the contractor will be required to obtain equipment and supplies through distribution channels to meet the AISD implementation schedule or to complete installations if additional items are needed on short notice.
7. The contractor will be responsible for the receipt of the equipment at the contractor's staging area for inventory and configuration.
8. The contractor will be responsible for the delivery of the equipment to each site following the staging process.
9. The contractor will be required to expedite deliveries (at no cost to AISD) if necessary to maintain the work schedule.
10. If a component fails within 30 days of installation, the contractor must replace this component with new equipment from the manufacturer. It is not acceptable to handle this as an RMA with refurbished components.
11. The contractor will be responsible for all RMA's of equipment until the entire project is complete. If a component fails after the initial 30 day installation period, the contractor must handle the RMA of this component and installation of the replacement unit.
12. Any additional components and installations required will be done at the same unit costs as the original quote with no additional charges for change order processing.
13. The contractor must provide verification that the Palo Alto (or equivalent) maintenance contract is in effect and all products are under maintenance coverage.

Vendor Response to items in this section: Comply

Exception - Explanation:

Evaluation Criteria for: Financial Proposal

M. Cost Estimate Worksheet - Attachment A

This worksheet must be completed by the contractor. The Excel document can be obtained from the AISD purchasing department. The vendor should modify each section of the document to reflect the part numbers being bid and add rows to the tables as needed for additional items if required. It is the responsibility of the bidder to specify all components necessary to provide a complete solution based on the products offered. The document should be returned within the RFP response and also as an Excel document.

The cost estimate worksheet (Attachment A) provides the basis for the evaluation of the bidder's financial proposal. Please follow the directions on the worksheet to complete the cost estimates.

Section 1 of the worksheet provides the estimates for the types and quantities of equipment that will be required. These estimates are intended to provide a price comparison for a complete firewall upgrade. The actual quantities and items required for the project may be adjusted after completion of the bidding process. The bidder should include any other costs that might be incurred in the implementation of a complete solution in the response provided.

In Section 1 of the Attachment the bidder should specifically show the vendor list price of each product, the bidder's discount, and the discounted price. The unit costs quoted in this attachment will be used for pricing any additional items requested by AISD under the terms of this RFP. The vendor must commit to this pricing for the entire contract period.

This RFP may also be referenced for additional, similar network installations at other campuses during the contract period (and any subsequent renewal periods).

Vendor Response to items in this section: Comply Exception - Explanation:

N. Option for Additional Equipment Purchases

The scope of this RFP is intended to allow for additional purchases of firewall equipment for other projects during the contract period. There may be some additional Palo Alto (or equivalent) equipment required at other AISD facilities. This equipment may be included in the initial installation project or be requested as one or more separate projects during the term of this contract award. These additional items may fall into different product categories as defined by Palo Alto (or equivalent). The contractor should provide a similar discount rate (listed in Attachment A) for any additional products.

Vendor Response to items in this section: Comply Exception - Explanation:

VII. APPENDICES AND ATTACHMENTS

- Appendices (Documents included within this proposal):
 - Appendix 1 – Purchasing and Acquisition Vendor Relations Policy CHE-LOCAL

- Attachments (Separate documents available to download):
 - Attachment A – Cost Estimate Worksheet
 - Attachment B – Firewall Installation and Configuration Guide Example
 - Attachment C – Firewall Installation Acceptance Checklist Example

**Contacting Board
Members**

Vendors shall not contact Board members individually for the purpose of soliciting a purchase or contract during the restricted contract period.

If a vendor violates this prohibition during this time frame, consideration of the vendor for award shall be invalidated. Board members shall be notified of possible violations and actions taken.

**Restricted Contact
Period**

The restricted contact period shall begin upon the date of issuance of a solicitation and shall end upon execution of the awarded contract by all parties.

In an effort to demonstrate its commitment to ethical procurement and contracting standards, and to improve accountability and public confidence, all District purchases of goods and services through competitive methods as provided in CH(LEGAL) and CV(LEGAL) shall be subject to a restricted contact period. Except as provided in this policy communication between a vendor and vendor's representative, and a Board member, the Superintendent, assistant superintendent, chief, officer, executive director, principal, department head, director, manager, project manager, or any other District representative who has influence on or is participating in the evaluation or selection process is prohibited.

*Prohibited
Communications*

A vendor and vendor's representative are prohibited from communications regarding the particular solicitation at issue that are intended or reasonably likely to:

1. Provide substantive information regarding the subject of the solicitation;
2. Advance the interests of the vendor;
3. Discredit the response of any other vendor;
4. Encourage the District to reject a response by a bidder;
5. Convey a complaint about the solicitation; or
6. Directly or indirectly ask, influence, or persuade a Board member, the Superintendent, assistant superintendent, chief, officer, executive director, principal, department head, director, manager, project manager, or any other District representative who has influence on or is participating in the evaluation or selection process, to take action or refrain from taking action on any vote, decision, or agenda item regarding the solicitation at issue.

*Permissible
Communications*

A vendor and vendor's representative are permitted to communicate with the District regarding the following:

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1. Communication to the extent the communication relates solely to a nonsubstantive, procedural matter related to a response or solicitation;
2. Communication that relates solely to an existing contract between a respondent and the District, even when the scope, products, or services of the current contract are the same or similar to those contained in an active solicitation;
3. Communication with the District's Office of Contract and Procurement Services;
4. Communication with the District's Historically Underutilized Business (HUB) Program Department to the extent the communication relates to obtaining a listing of HUB subcontractors and general questions regarding HUB program compliance requirements;
5. Communication between an attorney representing a vendor and an attorney representing the District;
6. Communication with the District in the course of attendance at vendor conference;
7. Communication with the District for the purpose of the District's evaluation of the bidder's proposal, negotiating the scope of work, or engaging in contract negotiations;
8. Communication with the District for the purpose of making a public presentation to the Board; and
9. Communication made during the course of a formal protest hearing related to the solicitation.

*Other Vendor
Participation and
Communication*

Regardless of the above time period, a vendor and a vendor's representative who participate in the drafting or development of technical specifications or evaluation criteria for any project are prohibited from competing in the solicitation for such project.

A vendor and vendor's representative shall send all communications, questions, and requests for clarification in writing and addressed to the District's authorized representative identified in the solicitation. The District shall post responses to vendor questions as an addendum to the solicitation.

Nothing in this policy shall prohibit the District's representative from initiating contact with a vendor, in writing, for the purpose of obtaining clarifying information regarding a solicitation response. The vendor's response shall be in writing and shall be provided to the District's authorized representative.

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- Complaints* Any person who is aggrieved in connection with a HUB program policy decision may file a complaint in accordance with GF(LOCAL).
- Violations* The following are violations subject to sanctions:
1. Falsely conceal or cover up a material fact or make any false, fictitious, or fraudulent statements, reports, or representations, or make use of any false writing, document, or electronic report knowing the same to contain any false, fictitious, or fraudulent statement.
 2. Fraudulently obtain, retain or attempt to obtain, or aid another in fraudulently obtaining, retaining, or attempting to obtain certification status as a HUB.
 3. Make false reports regarding payments made to subcontractors or sub-consultants.
- Sanctions* Any person who violates the provisions of this section shall be subject to the following sanctions and to the maximum penalties provided by law:
1. The District may bar, suspend, or deem nonresponsive in future District solicitations and contracts, for a period of up to five years, any bidder or proposer, or contractor or subcontractor following notice and an opportunity for a hearing in accordance with the protest procedures in this policy.
 2. The District may, by contract, and where appropriate and lawful, impose an administrative penalty.
 3. In addition to other sanctions available to the District, the violation of any provision of these program rules may be included as an incident of breach in each contract.
- Request for Proposal and Bid Invitation* Each request for proposal and bid invitation shall include a copy of this policy.