

Shiawassee Regional Education Service District
1025 N. Shiawassee Street
Corunna MI 48817
Phone: 989-743-3471

Due: November 16, 2023 at 1:30 PM

SITES Firewall Maintenance and Support Services

INVITATION TO BID

Shiawassee RESD SITES Consortium invites sealed bids in accordance with the provisions, specifications, bidding instructions set forth in this Request for Proposals. Bids must be delivered to Shiawassee RESD at 1025 N. Shiawassee St., Corunna, MI 48817 prior to the submission deadline. Emailed submissions will not be accepted.

CONSORTIUM

Shiawassee RESD SITES Consortium serves at least 14050 staff and students, K-12, in 9 school districts. Shiawassee RESD hosts services for 4 out-of-county school districts. The estimated number of staff and students, K-12, is 6400.

PROJECT TITLE

SITES Firewall Maintenance and Support Services

RFP SCHEDULE

Proposal Offered: October 11, 2023
Proposal Closing: November 16, 2023, at 1:30 PM

DESCRIPTION

Through this proposal, Shiawassee RESD SITES Consortium is seeking support and security services for the existing Fortinet firewall servicing 9 local school districts and 4 out-of-county school districts.

Shiawassee RESD SITES Consortium is seeking to obtain proposals from qualified and experienced persons, organizations, or companies to provide the services described herein. Shiawassee RESD SITES Consortium intends to contract with the successful Proposer to provide advice and consultation to Shiawassee RESD SITES Consortium about the services to be provided, related matters, and related reasonable costs.

GENERAL INFORMATION

Companies are strongly encouraged to read the entire Request for Proposal (RFP).

The purpose of this RFP is to establish the requirements for the requested services and to solicit Proposals from firms (hereafter “Company”) for providing such services. The RFP requests a great amount of detail to avoid delays, and misunderstandings, and to simplify the evaluation of the Proposals. The Company is requested to respond to each specification.

It is the Company’s responsibility to ensure that their proposal is delivered at the proper time and place of the proposal opening.

Shiawassee RESD SITES Consortium (hereafter “SRES”) is not responsible for lateness or non-delivery by the US Postal Service or other carriers to SRES. The time and date recorded by School Initials shall be the official time of receipt. *Late bids will not be considered.*

The information presented in the RFP is not to be construed as a commitment of any kind on the part of SRES. There is no expressed or implied obligation for SRES to reimburse responding Companies for any expenses incurred in preparing proposals in response to this request.

SRES reserves the right to decline any or all proposal submissions, or to cancel the RFP call, in whole or in part, at any time prior to making an award, for any reason, or no reason, without liability being incurred by SRES to any Company for any expense, cost, loss, or damage incurred or suffered by the Company as a result of such withdrawal.

While SRES has used considerable efforts to ensure an accurate representation of information in this RFP document, the information herein is contained solely as a guideline for proposers.

In the event of a conflict between the Proposal and the RFP, SRES shall resolve any inconsistency in favor of the RFP. The Company agrees to abide by the decisions of SRES. Any ambiguity in the Proposal because of the omission, error, lack of clarity, or noncompliance by the Company with specifications, instructions, and all conditions of bidding shall be construed in favor of SRES.

The Company is responsible for its own verification of all information provided. The Company must satisfy itself, upon examination of this RFP, as to the intent of the specifications. After the submission of the Proposal, no complaint or claim that there was any misunderstanding will be entertained.

No oral interpretation will be made to any Company as to the meaning of the RFP. Any oral communication will be considered unofficial and non-binding on SRES.

Any requests for clarification or additional information deemed necessary by any respondent to present a bid shall be submitted in writing by email to carstens@sresd.org. A list of questions and answers will be available at <http://www.sresd.org>. Written requests for information must be received a minimum of five (5) business days prior to the Proposal due date. Any questions received after the stated deadline will not be considered.

SRES D reserves the right to modify the specifications prior to the Proposal submission deadline and will endeavor to notify all potential Companies that have received a copy of the specifications, but failure to notify shall impose no obligation or liability on SRES D.

All Proposals shall be deemed final, conclusive, and irrevocable and no Proposal shall be subject to correction or amendment for any error or miscalculation. No Proposal shall be withdrawn without the consent of SRES D after the scheduled closing time for the receipt of Proposals.

SRES D may accept one part, aspect, phase, or any combination thereof, of any Proposal unless the Company specifically qualifies its offer by stating that the proposal must be taken as a whole.

To facilitate consideration of the Proposals, SRES D may, at its option, conduct interviews after receipt of the Proposal. If this is necessary, the Company will be contacted to arrange a time for an interview. SRES D in its sole discretion, will determine which, if any, Company will be interviewed.

SRES D reserves the right to hold discussions with bidders to clarify and qualify the terms of any Proposal.

SRES D reserves the right to withdraw the award to a successful Company within 30 days of the award if, in the opinion of SRES D the successful Company is unable or unwilling to enter into a form of Agreement satisfactory to SRES D. SRES D shall be entitled to do so without any liability being incurred by SRES D to the Company.

SRES D reserves the right to terminate this contract within 30 days' written notice if, in its opinion, the successful Company fails to meet the terms and conditions of the RFP. Notwithstanding the termination of the contract, the successful Company shall remain responsible for its obligations under this contract up to the date of termination. SRES D reserves the right to commence an action in a court of competent jurisdiction against the successful Company for damages that result from the breach of the terms and conditions of the contract, by the successful Company.

E-RATE

This proposal request is for services to be subsidized under the Universal Services E-Rate Program for Schools and Libraries. The vendor must be registered as a service provider with the Schools and Libraries Division (SLD) of the Federal Communications Commission (FCC), have a Service Provider Identification Number (SPIN), and comply with all SLD service provider requirements, including providing invoices to the Schools and Library Division in order for the school system to receive appropriate discounts.

No purchase order will be issued, no installation will occur, and no services will be provided until submission of Form 471. School Initials shall be the sole party determining whether any approved E-Rate funding is required for the applicant to proceed.

VENDOR QUALIFICATIONS

Bids must provide the following:

1. Erate SPIN Number.
2. Costs for the following:
 - a. One (1) year of maintenance and support for the existing firewall.
 - b. Costs to upgrade firewalls and management servers to the latest recommended software release.
 - d. Provide optional line item costs for any additional software features available on this system (for example - malware protection).
3. Any additional services not covered by USF must be itemized and quoted separately.
4. Final estimate for total annual services.

In order to submit a proposal, the vendor must meet the following qualifications:

Be able to supply all products and services.

The Vendor certifies that it is not currently barred or otherwise prohibited from submitting proposals for contracts to any political subdivision or agency of the State of Michigan.

RFP AND COMPETITIVE BIDDING PROCEDURES

All bids will be opened at 1:30 p.m. on November 16, 2023.

The Company must submit two (2) original copies of the Proposal in sealed envelopes plainly marked with the name "SITES Firewall Support Services" if submitted by carrier. No electronic submittals will be accepted. Send sealed proposals by carrier to:

Shiawassee Regional Education Service District
ATTN: Jackie Carstens, Director of Technology
Sealed Bid Consortium Firewall
1025 N. Shiawassee Street
Corunna, MI 48817

The Company must submit a complete Proposal covering all requirements identified in this RFP package in order to be considered. All Proposals will be carefully scrutinized to ensure such requirements are met. Proposals submitted must be the original work product of the Company.

SRES D reserves the right to reject any and all bids for any reason and to waive informalities and minor irregularities in bids received and to accept any portion of the bid or all items proposed if deemed in the best interest of SRES D.

SRES D is exempt from all local, state, and federal taxes.

Successful bidder must complete a Form W-9 form (Taxpayer Identification No.).

Oral, telephone, Email, or FAX proposals will not be considered.

PROPOSAL EVALUATION AND AWARD

SRES D reserves the right to reject any or all proposals and select the proposal that offers the best overall benefit to the school system. Along with price, special consideration will be given to the proposal of components/services that we believe offer the highest quality and usability with regard to the current infrastructure, future growth, and RFP specifications. In addition, special consideration will be given to vendors that are stable and have established themselves in the market. Price is the primary consideration, but not the only consideration for evaluating proposals

Evaluation

Proposals must be concise and in outline format. Pertinent supplemental information should be referenced and included as attachments.

An elaborate and expensive copy is not required. Neat, legible, and clearly stated information is adequate and will be used in the evaluation process. Supplier brochures may be included on an optional basis, but may not be substituted for the information requested herein.

The Proposal shall include a Letter of Transmittal that provides an introduction to the Company and includes an expression of the Company's ability and desire to meet the requirements of the RFP. The Letter of Transmittal must be signed by an authorized individual able to bind the Company to all items in the Proposal, including products, services, prices, etc. contained in the Proposal.

The company shall, in its response to this RFP:

Provide proof that the Company has at least three (3) years of successful experience and is licensed to provide services in the State of Michigan.

Give the address of the specific office which will have responsibility for performing the work contemplated by this RFP.

Through a brief narrative discussion, show a reason why the Company believes it is especially qualified to undertake this project. Discuss any unique qualifications that the Company possesses that would be of benefit to SRES D in the execution of this project.

The Company shall complete Attachment 1, “Company Identification Form” which includes a potential conflict of interest statement.

The Company shall complete Attachment 2, “References and Experience”, including a listing of all Michigan school districts for which the Company currently provides services. The references should include at least one contract with a time and attendance system currently in force with a district similar in size and population to School Initials. The Company shall additionally provide SRES D a listing of all public school clients that have discontinued service from the Company in the past five years due to poor performance or non-performance.

The Company shall complete Attachment 3, “Vendor Information Questionnaire”.

The company must respond with a fee proposal per the specific format in Attachment 4, “Cost Proposal”.

Proposals will be evaluated by SRES D and designated staff. The following factors will be considered when evaluating the responses:

Price of goods and services

Ease of implementation of the proposed solution

Client references and citations from prior projects of similar size and complexity

Proposal preparation, thoroughness, and responsiveness to RFP

Prior positive experience with a vendor

Preference will be given to Michigan vendors if all other factors are equal.

Award

The selection of the successful vendor will be made after a thorough evaluation of the proposals submitted.

The contract will be awarded to the Company whose proposal will be most advantageous to SRES D based on conformity to the RFP, reputation of the Company, cost, and other factors. The award will be subject to approval by the Board of Education.

SRES D reserves the right to require the Company to demonstrate any hardware or software offered in their Proposal. SRES D may request evaluation equipment to test and evaluate prior to making a recommendation regarding this RFP.

SRES D shall not be obligated to explain the results of the evaluation process to any Company.

No verbal agreement or conversation with any officer, agent, or employee of SRES D, either before or after the execution of the contract resulting from the RFP or follow-up negotiations, shall affect or modify any of the terms or obligations contained in the written contract resulting from the RFP.

SCOPE OF SERVICES AND TECHNICAL REQUIREMENTS

SRESO is accepting bid proposals for maintenance, support and security services on the existing shared consortium Fortinet Firewall 1100e.

Length and terms of parts & labor warranty.

CURRENT NETWORK

3Gbps Multiple Internet connections and WAN

1Gbps to all district computers

10Gbps Backbone to all local school district's MDF

Existing Firewall Specifications:

Two (2) FG-1100E-BDL-950-12 - FortiGate-1100E Hardware plus 24x7 FortiCare and FortiGuard Unified (UTM) Protection (IPS, Advanced Malware Protection, Application Control, Web & Video Filtering, Antispam Service and 24x7 FortiCare)

One (1) FAZ-VM-BASE - Base license for stackable FortiAnalyzer-VM; 1 GB/Day of Logs and 500 GB storage capacity. Unlimited GB/Day when used in collector mode only. Designed for all supported FortiAnalyzer-VM virtual appliance platforms

One (1) FAZ-VM-GB5 - Upgrade license for adding 5 GB/Day of Logs and 3 TB storage capacity

One (1) FC1-10-LV0VM-248-02-12- FortiAnalyzer-VM Support 24x7 FortiCare Contract (for 1-6 GB/Day of Logs)

Eight (8) FG-TRAN-SFP+SR - 10GE SFP+ transceiver modules, short range for all systems with SFP+ and SFP/SFP+ slots

TECHNICAL MAINTENANCE SUPPORT

The Company shall have sufficient management and qualified manufacturer-trained and certified technicians to service the system supplied under the contract. The Company shall have a sufficient number of technicians to serve and support the system under the contract

SOFTWARE TECHNICAL SUPPORT

The Proposal shall include an outline of support services to be offered, including establishing direct lines of communication between SRES technical staff and the manufacturer(s) of the equipment or software offered.

MISCELLANEOUS

SRES will reject any proposal that deviates significantly from the specifications of this RFP. Companies submitting proposals with any minor deviations must identify and fully justify such deviations for SRES consideration.

Bidder shall submit a list of all eligible Erate and the cost or the percentage for the Firewall maintenance contract.

The Company must be prepared to provide any evidence of experience, performance ability, and/or financial surety that SRES deems necessary or appropriate to fully establish the performance capabilities represented in their proposals.

The Company must warrant, represent, and certify that in connection with this RFP the following requirements have been met:

- The costs proposed have been arrived at independently, without consultant, communication, or agreement for the purpose of restricting competition as to any matter relating to such process with any other organization or with any competitor.
- Unless otherwise required by law, the costs quoted have not been knowingly disclosed by the Company on a prior basis directly or indirectly to any other organization or to any competitor.
- No attempt has been made or will be made by the Company to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
- All system products (hardware, operating system, etc.) offered to SRES in the Proposal must be currently manufactured and available for general sales, lease, or license on the date the Proposal is submitted. All system products offered must be both forward and backward-compatible with the technology environment described above.

Attachment 1: Company Identification Form

Designate one individual as the Company's representative of SRES D during the term of the contract. The representative will be contacted to solve any and all problems that may arise concerning the Proposal during the evaluation period. The undersigned Company hereby agrees to be bound by the terms of the RFP and that the enclosed Proposal is submitted in accordance therewith. Once completed and returned, this Proposal becomes the primary basis for evaluation and selection of the Company to provide the services required by SRES D for the specified period. By signing this Company Identification Form, the Company certifies that there are no "PARTIES OF INTEREST" or "CONFLICTS OF INTEREST", as defined by state and/or federal regulations, existing between the Company and SRES D or any of its employees, agents or Board of Education members.

Company Name

Representative's Name

Title

Address

City/State/Zip

Telephone #

Fax #

E-mail Address

SPIN

The undersigned hereby acknowledges that the Company has read and agrees to the terms and conditions set forth in the RFP and that the terms and conditions set forth in the Proposal will remain open for at least 90 days from the deadline for submission of Proposals.

Company Representative Signature

Date

Attachment 2: References and Experience

Each Company must submit a minimum of three (3) K-12 references. Each reference must be presently using services similar to those requested in this RFP. No reference may be an affiliate of the Company or the Company's officers, directors, shareholders, or partners.

List as primary references any contracts currently in force with public school districts; include contacts and telephone numbers for each reference.

Company Name: _____ Business Address: _____

Name and Title of Contact: _____ Phone Number _____

Contract Length: _____ Contract Value: _____

Company Name: _____ Business Address: _____

Name and Title of Contact: _____ Phone Number _____

Contract Length: _____ Contract Value: _____

Company Name: _____ Business Address: _____

Name and Title of Contact: _____ Phone Number _____

Contract Length: _____ Contract Value: _____

Company Representative Signature

Date

Attachment 3: Vendor Information Questionnaire

VENDOR INFORMATION QUESTIONNAIRE	
Please provide answers that are complete, but as brief as possible.	
1. General Information	
How many years has your organization been providing services for the solutions proposed in SRES D RFP?	
How many customers are presently using the proposed solution?	
Does your organization maintain a local service office in our vicinity? If so, indicate location.	
Does your organization produce, implement, and support all of the components of the proposed solution including hardware and software?	
Please show the approximate number of employees your organization has in each of the following areas: service, customer support, engineering, and training.	

Company Representative Signature

Date

ATTACHMENT 4: COST PROPOSAL

SITES Firewall Maintenance/Support and Security Services

SRESO is accepting bids for support and security services on the existing Fortinet firewall

SITES FIREWALL MAINTENANCE/SUPPORT SERVICES – FORTIGATE 1100E SERIES			
Description	Part Number	Quantity	Total Cost
Comprehensive FortiCare 24x7 for Fortianalyzer Virtual Appliance - Fortinet	FC3-10-LVOVM -24	1 YEAR	
Fortigagte-1100E Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, Web & Video Filtering, Antispam Service and 24x7 Forticare)	FC-10-F11HE-950-02	1 YEAR	
Total SITES Firewall Support RFP Cost Year 1		\$	
Total SITES Firewall Support RFP Cost Year 3		\$	
Please list any portions and costs of this proposal that are not eligible for erate funding.			

Vendor _____
Contact information _____

Company Representative Signature Date