

**Addendum #2 for:**

**REQUEST FOR PROPOSAL FOR  
MANAGED WIDE AREA NETWORK  
SERVICES**

**Bid # 3 EESD ERATE 2018 – 19 C1**

**USAC/E-RATE 470 # 180023154**

**FEBRUARY 27, 2018**

**RFP CLARIFICATION**

Page 1 of 17, change “PROPOSAL DEADLINE: Monday, March 6, 2018 by 8:00 a.m.” to read:

PROPOSAL DEADLINE: “**Tuesday**, March 6, 2018 by 8:00 a.m.”

**QUESTIONS FROM SERVICE PROVIDERS**

**Question 1.** We’ve noticed multiple USAC / RFP requests for services but are working off the “REQUEST FOR PROPOSAL FOR MANAGED WIDE AREA NETWORK SERVICES BID #3 EESD ERATE 2018 - 19 C1” -- Is this the only document you want replies on? We are very confused on dates as this has a due date of March 6th and seems to include the following: Internet, WAN, and Firewalls/Routers (three objectives). Is everything encompassed under this single RFP request? You have another 470 for both Internet and Purchasing Routers / Firewalls / Switches. Please clarify.

**Answer:**

EESD currently has these three published eRate RFPs with their associated deadlines:

- 1) [Firewall & ISP Services](#) - bidding closed February 22, 2018 at 4:00 PM PST
- 2) [Network Switching Refresh](#) - bidding closes March 5, 2018 at 8:00 AM PST
- 3) [Managed WAN & Routers](#) - bidding closes March 6, 2018 at 8:00 AM PST

This RFP is #3 for Managed Managed Wide Area Network (WAN). This is not the only RFP document we want replies to. Everything is not encompassed under this single RFP request. EESD cannot be certain

which RFPs, if any, bidders will submit satisfactory bids for. Therefore, EESD is employing a strategy of requesting bids for multiple options. Not all options will be exercised. Each of the three RFPs strategically serve different purposes. Specifically we are hopeful we will get satisfactory bids on RFPs #1 and #3. This would allow EESD to leverage eRate Category 1 funding for eligible Firewall and ISP Services as well as Routers and a Managed Wide Area Network. In the event that EESD does not receive satisfactory bids on one or both of RFPs #1 and #3 EESD will attempt to leverage eRate Category 2 funding and purchase Firewalls, Routers and a Managed WAN via RFP #2.

**Question 2.** Can we bid hardware still as part of this new RFP?

**Answer:**

This RFP is a Category One WAN request. All premise equipment necessary to provide services detailed in the RFP documents must be included with bid proposals. No Category Two equipment is requested as part of this RFP.

**Question 3a.** Are you purchasing the Firewalls through Cat 2 Erate funds?

**Answer:** Possibly. Please see the answer to Question 1 above.

**Question 3b.** You are asking for a managed WAN solution but you are wanting to purchase, and therefore control the Firewalls/Routers?

**Answer:** Any service provider on-premise equipment necessary to provide the WAN services shall not be purchased by the applicant and shall be provided with no option of transfer of ownership to the applicant. However, we do want to be able to “control” the routers. Meaning we want, and need, to have full administrative access to the firewalls. We want to always be able to fix issues when a vendor is/has not.

**Question 3c.** Would you want us to support them and train your IT staff or have full control of them?

**Answer:** Proposals shall include Service Provider support of Category One managed WAN services.

**Question 4.** Are you willing to entertain other hardware than Cisco / Meraki? We have solutions that are much less expensive (meeting primary objective #3 much more efficiently) and would want to know if that’s a possibility? Additionally, if this was possible we would provide equipment options capable of 10Gb.

**Answer:** Our RFP #3, as always allows a bidder to present their proposed equivalent hardware or software solution. However, it is the bidder’s responsibility to provide adequate proof to EESD that the proposed solution is truly equivalent. It remains EESD’s sole decision whether or not the proposed solution is truly equivalent.

**Question 5a.** What are your current speeds provided by existing provider?

**Answer:** All current circuits are 1 Gbps.

**Question 5b.** What are your costs per Mbps or Gbps?

**Answer:** A total, pre-eRate-discounted, amount of approximately \$1025 per circuit per month on a 5-year contract.

**Question 6a.** How much technical support are you wanting to provide for your network?

**Answer:** We will provide all technical support if necessary. However, we are strategically employing vendors/contractors to provide technical support where they can do so more economically or in lieu of EESD employees.

**Question 6b.** What do you expect from the service provider for ongoing support of the network?

**Answer:** We expect the service provider to achieve all of the required Service Level Agreement (SLA) metrics. We also expect the service provider to be available for immediate contact when WAN problems are encountered. We expect rapid resolutions.

**Question 7.** Are you looking for service provider to provide the following services (Please answer Yes / No):

**Answers are in-line below**

- |                                     |            |
|-------------------------------------|------------|
| - Content Filtering                 | <b>No</b>  |
| - End Point Protection / Anti-Virus | <b>No</b>  |
| - USB Drive Lockouts                | <b>No</b>  |
| - Desktop Tier 1 Support            | <b>No</b>  |
| - Tier 2 Support                    | <b>Yes</b> |
| - Tier 3 Support                    | <b>Yes</b> |
| - Managed Wireless Access Points    | <b>No</b>  |

**Question 8a.** Pace Academy/Montevista - Are you treating this as a single location?

**Answer:**  
Yes, this is one physical location and one mailing address.

**Question 8b.** Would there be only one firewall at this location and one connection?

**Answer:**  
Yes, the Meraki MX Firewall/Routers have multiple ports and the capability to separate traffic to multiple LAN segments and route traffic to/from the WAN and Internet appropriately.

**Question 9.** AltaMesa - We would recommend and bid High Availability (2 Firewalls at this location) however looking at your Cat2 470 we notice only 9 firewalls here so we're guessing that you wouldn't implement this currently.

**Answer:** However, the expected achievement is to utilize a second Firewall and may or may not be the outcome of our RFP #1.

**Question 10.** Is there a dropbox available to deliver bid in person on the weekend previous to this being due?

**Answer:** The RFP document incorrectly states Proposals are due on “Monday, March 6, 2018 by 8:00 a.m. PST” and should read Tuesday,, March 6, 2018. If necessary, EESD will still provide a contact number and a person to meet you on either Saturday or Sunday. Email [erate@eesd.net](mailto:erate@eesd.net) to make arrangements.

**Question 11.** Can we please get an excel version of attachment B?

**Answer:** The original editable version is a Microsoft Word file (.docx). This version will be made available via EPC and the District website. EESD will also be producing an Excel and Google Sheet version and will eMail it to all vendors that attended the mandatory bidders meeting. EESD prefers submissions be in Excel or Google Sheet format.