CATEGORY 2 MANAGED FIREWALL SERVICE SPECIFICATIONS – ADDENDA 1

Applicant: Greenwich Public Schools
BEN: 122616
Form 470# 270001501

Vendor Questions & Answers

Procurement and process

Question 1: Is the request still open?

Answer: Yes. Proposals will be accepted until the due date stated in the Service Specification.

Question 2: Are additional proposals for managed firewall service still welcome? If so, I can check a provider against the requirements first.

Answer: Yes. Proposals are welcome from any qualified offeror until the due date stated in the Service Specification, and an offeror may submit multiple options. The district does not review providers or proposals in advance of the due date; all proposals are evaluated together against the published requirements.

Question 3: Would one more provider reviewing the managed firewall service requirements be useful?

Answer: See the answer to Question 2. All requirements are in the Form 470 and Service Specification.

Question 4: Please confirm the clock time and time zone of the November 30, 2026 proposal submission deadline.

Answer: Proposals are due on the date and at the time stated in the Service Specification. All times are Eastern Time.

Question 5: Must the required references be included with the initial proposal, or may contact details be supplied privately following initial review? We will follow the published requirement if no alternative is allowed.

Answer: Follow the published requirement in the Service Specification document.

Question 6: Should proposals also be sent to Michael Ting, listed as the contact on Form 470 #270001501, or only to the three contacts named in the specification?

Answer: Submit proposals to the contacts listed on page one on the Service Specification document.

Pricing, contract terms and evaluation

Question 7: The evaluation criteria mention a Pricing Attachment. Will one be posted to the Form 470?

Answer: No. There is no Pricing Attachment for this procurement. Disregard the reference to a Pricing Attachment in the Proposal Response criterion on page 8 of the Service Specification. Present pricing

within the proposal, showing E-Rate eligible and ineligible items as separate line items for each contract term requested.

Question 8: The Proposal Response criterion on page 8 refers to a completed Pricing Attachment. We did not find one posted to Form 470 #270001501. Will one be posted, and if not, is a pricing table in the proposal acceptable?

Answer: No Pricing Attachment will be posted. A pricing table in the proposal is acceptable. See the answer to Question 7.

Question 9: The Contract Requirements section requests 12-, 24-, and 36-month pricing. Is a 12-month option mandatory for every responsive proposal, or will the District accept and evaluate a proposal offering only 24- and 36-month options with a 24-month minimum initial term?

Answer: Refer to the Contract Requirements section of the Service Specification.

Question 10: If 24- and 36-month options alone are acceptable, how should the unavailable 12-month option be identified in the Pricing Attachment?

Answer: There is no Pricing Attachment for this procurement (see Question 7). Refer to the Contract Requirements section of the Service Specification.

Question 11: Page 4 states that the District will determine whether transport connectivity requires a separate procurement. If transport is priced as separate line items, will those line items be included in the evaluation of cost?

Answer: Transport is not part of this procurement. The internet uplinks are being procured separately (see Question 19). Proposals will be evaluated as described in the Service Specification. The price of E-Rate eligible products and services will be the primary factor and will carry more weight than any other single factor.

E-Rate eligibility and service model

Question 12: Under which category and heading is the district's current firewall service funded - Category Two Internal Connections, Managed Internal Broadband Services, or Basic Maintenance of Internal Connections? (Vendor notes the specification asks for the firewalls to sit in the provider's data center, and knowing how the present arrangement is classified lets them set out eligible and ineligible costs the way the district expects.)

Answer: This procurement requests the service as Category Two Managed Internal Broadband Services (MIBS). Offerors should review the service types selected on Form 470 #270001501 and must identify, as separate line items, any product, service or feature that is not eligible for E-Rate support under the FCC’s Eligible Services List for Funding Year 2027.

Question 13: Would you prefer to lease the firewall appliances this time, or buy them?

Answer: The district prefers that the physical hardware reside in an appropriate data center and be maintained and managed by the offeror. For that reason, this Form 470 requests managed firewall service. Offerors may propose multiple solutions or options. The district will determine whether each

proposal meets the requirements of the Service Specification.

Hosting, location and availability

Question 14: Is public-cloud-hosted firewall capacity acceptable under the requirement for offsite, service-provider-hosted and maintained appliances? If so, please identify any applicable hosting/location or handoff requirements.

Answer: The district strongly prefers that the offeror host and manage the firewall service in its own data center, to reduce the number of parties involved in the solution. The offeror must accept responsibility for the service level agreement (SLA). See Question 19 regarding handoffs and Question 17 regarding location.

Question 15: Must the hosting provider or data center be physically located in Connecticut? Are there any geographic, latency or residency requirements?

Answer: Location requirements are stated in the Form 470 and Service Specification. As noted in Question 17, secure, resilient data center locations in the Northeast region are preferred. The district will be open to all solutions which meet the requirements of the 470/Service Specifications and multiple offers will be accepted.

Question 16: Does the District require or prefer a particular hosting provider or data-center location?

Answer: The district does not require a particular hosting provider. See Question 17 regarding data center location.

Question 17: What uptime/availability level and resilience topology are required: a local HA pair, separation across regional facilities, or geographically redundant service? Please identify any recovery/failover requirements or required service credits.

Answer: A high-availability pair in a single local facility is strongly discouraged. Secure, resilient data center locations in the Northeast region are preferred. The district will be open to all solutions which meet the requirements of the 470/Service Specifications and multiple offers will be accepted.

Transport, handoffs and public IP addresses

Question 18: Today the firewalls sit in the current provider's data center and the current provider brings filtered traffic to Greenwich High School and the Administration office. If the firewall service moves to another provider, will the current provider deliver the internet service unfiltered on those same links? Are the public IP addresses the district's own or the current provider's?

Answer: The current links carry other traffic in addition to internet traffic and also serve other town facilities. The public IP addresses belong to the current internet service provider.

Question 19: Is any service-provider/carrier preference or qualification mandatory, or may a qualified disclosed hosting/transport subcontractor support the bidding prime? Please clarify responsibility for the two 10 Gbps handoffs.

Answer: The offeror must support whichever handoffs are selected. The internet uplinks are being

procured separately.

Question 20: Page 5 sizes the solution for the District's two 10 Gbps Internet connections. Where will those connections be delivered from July 1, 2027, and will they run at 10 Gbps from the start of the term?

Answer: Yes. Both 10 Gbps connections are expected to run at 10 Gbps from the start of the term on July 1, 2027. The internet uplinks are being procured separately (see Question 19).

Question 21: How many public IPs does Greenwich require for servers/NATs/etc.?

Answer: A minimum of 58 usable public IP addresses.

Bandwidth and sizing

Question 22: What is the peak internet traffic today on each of the two 10 Gbps connections?

Answer: Peak traffic today is approximately 10 Gbps.

Question 23: Page 5 describes bandwidth growth during the term as modest. Is there a figure we should use for planning?

Answer: Plan for two active 10 Gbps connections (20 Gbps aggregate).

Question 24: Page 5 requires throughput for 20 Gbps aggregate with all proposed security features enabled, no single point of failure, and continuous monitoring and management. To size and price the service accurately: what share of traffic does the District expect to have SSL inspection applied; should the firewalls run active-active; is there a minimum log retention period; and how many District users need access to the management or reporting portal, and at what access level?

Answer: SSL/TLS decryption is not required. Both 10 Gbps links are expected to be active at all times. Logs should be maintained for a minimum of 90 days, and district staff must have direct access to the traffic logs on the firewall.

Security inspection

Question 25: About what share of traffic is inspected for HTTPS today?

Answer: HTTPS makes up a substantial share of district traffic. The district does not decrypt HTTPS traffic today, and SSL/TLS decryption is not required under this procurement (see Question 24 and Question 26).

Question 26: Does Greenwich utilize full certificate/deep packet inspection (DPI) on internet traffic?

Answer: No. See Question 25.

Remote access VPN

Question 27: How many remote access VPN users does the district have?

Answer: Approximately 50. The district expects this number to grow, but the amount of growth is not known at this time.

Question 28: Is Greenwich currently using Fortinet's remote access solution (FortiClient with either SSL VPN or IPSec), or a separate remote access solution?

Answer: Fortinet remote access (FortiClient) or an equivalent solution is acceptable. Equivalent solutions will be evaluated on the same basis as Fortinet solutions.

Content filtering

Question 29: Does Greenwich utilize any other filtering products commonly found in schools (e.g. Securly, GoGuardian, iBoss, etc.)?

Answer: A security service edge (SSE) solution should be included in each proposal. Examples include Cisco Umbrella and iBoss; equivalent solutions will be accepted. District staff must be able to monitor and manage the proposed solution. The offeror must be able to migrate the filtering configuration from the district's current iBoss solution to the proposed solution. Content filtering and SSE are not eligible for E-Rate support, so the SSE component, including migration, must be priced as separate line items.

Current environment and transition

Question 30: Is the current service provider known, and is there any incumbent-provider or circuit-transfer information offerors should use for transition pricing?

Answer: The district will not identify the current service provider as part of this procurement. Details pertaining to the current provider will be addressed after award.

Question 31: Page 3 notes that the BOE Administration/Central Office connects through a switch provided by the current service provider. Will that switch remain in place after the current contract ends?

Answer: The switch is the property of the current provider. If service with the current provider is discontinued when the current contract expires, the district expects the current provider to remove it.

Question 32: Is Greenwich currently running routing protocols between the LAN and the current service provider's environment?

Answer: The solution must support common routing protocols.