Specifications
Addendum 1 – Attachment 1
PROPOSAL #510-27-02
METROPOLITAN AREA NETWORK (MAN)
AND
WIDE AREA NETWORK (WAN) EQUIPMENT AND SERVICES

1. Introduction

Garland Independent School District (GISD) is seeking an E-Rate Category 1 proposal for a limited Metropolitan Area Network (MAN) and Wide Area Network (WAN) equipment installation.

The District has identified the following new facilities for new network equipment installation:

- Agriculture Science Facility (5102 Pleasant Valley Rd, Sachse, TX 75048)
- Linda Griffin ES (5200 Broadmoor Dr., Garland, TX 75043)
- Memorial Pathway Academy (Corner of E. Centerville Road and S. Country Club Road, Garland, TX 75041
- New Network Operations Center (2302 Naaman School Rd., Garland, TX 75040)
- Walnut Glen Academy for Excellence (Arapaho Road near Shiloh Road, Garland, TX 75044)

The District is requesting pricing for MAN/WAN equipment with associated accessories for ad-hoc purchases for the designated elementary campuses as needed through the life of the contract and award period. This proposal is considered an **"All or None**" RFP and will be evaluated as such. The contract award period for this RFP is five **(5) years**, renewable annually. The District reserves the right to reduce or increase product and/or installation services at any time during the contract period.

GISD seeks to purchase new equipment that integrates into the existing GISD infrastructure that meets or exceeds the specifications in this document. In collaboration with GISD DNO-Infrastructure staff, vendors are expected to provide the following:

- Equipment
- Network design and project management services for configuration and installation
- Coordination with GISD's managed services provider to hand off the proposed solution(s).

GISD reserves the right to award in the following manner:

- A single-vendor complete solution.
    - Note: Responses may be rejected as a result of no-bid items. Proposed MAN/WAN equipment shall be evaluated for compatibility and inclusion into the existing Cisco WAN solution.

E-Rate

Applicable Rules

The Federal Communications Commission (FCC) adopted rules on May 7, 1997, implementing section 254 of the Telecommunications Act of 1996 that provides telecommunication discounts for K-12 schools and public libraries. The rules were incorporated into the FCC's Universal Service Order (CC Docket No, 96-45). The Order ensures that all eligible schools and libraries have affordable access to modem telecommunication services, internal connections, and the

Internet. This Universal Service discount program is popularly known as the "E-rate" in the school and library communities. See https://www.usac.org/e-rate/ for more information about the program.

Eligibility
It is anticipated that some goods or services obtained under this procurement may be eligible for the E-rate discounts, and the District intends to apply for such discounts. Under the program, providers receive the full amount they contract for, however payment for the eligible goods and services is split between the District and the Universal Service Fund (USF). Contractors who wish to respond to this RFP must:

- Apply for Service Provider Identification Number and provide it with the bid proposal. Call the Schools and Libraries Division at 888-203-8100 for additional information.
- Agree that the District's portion of the contract is subject to the availability of the discount to the District schools on a year-by-year basis.
- Agree to using BEAR method until receipt of USAC funding approval
- Agree to invoice the Schools and Libraries Corporation for the discount amount using the SLD-approved forms and procedures.
- Agree to invoice the District only for the after-discount amount.
- Agree to assist the District in resolving any administrative issues that arise from the USF program.
- Agree that the contract may be canceled, at the District's option, if the District does not receive the anticipated discounts.

Eligible Services List
The Contractor shall refer to the Eligible Services List (FCC Docket No. 96-45) at the Schools and Libraries' website at www.sl.universalservice.org. The Contractor is responsible for ensuring that all submissions are on the Eligible Services List, or if not, are so noted and priced separately.

Separate Invoices
Contractor invoices must separate ineligible USF services and equipment from eligible USF services and equipment. Start and completion dates are required with each invoice.

- **Invoicing Method #1**

Applicants file the FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) if they have paid you in full for the services and want to be reimbursed for the discount amount.
Applicants file BEAR forms online in the Schools and Libraries (E-Rate) program legacy system.
Billed entities will receive payment directly to their bank account. In order to begin direct BEAR payments, the applicant must have completed an FCC Form 498 to obtain an applicant 498 ID.

- **Invoicing Method #2**

You file the FCC Form 474 (Service Provider Invoice (SPI) Form) if you have billed the applicant for the non-discount amount (the applicant's share of the cost) and want to be reimbursed for the discount amount.
USAC will review the SPI Form and disburse the payment to you if payment is approved.
The applicant is always required to pay the non-discount portion of the costs for the services.

2. Background

Garland Independent School District is the 15th largest school district in Texas. There are approximately 49,000 students in the District consisting of (currently) 46 Elementary Schools, 14

Middle Schools, 8 High Schools, 2 additional educational facilities, and 16 administrative facilities. The District encompasses an area of approximately 94 square miles. Garland Independent School District employs more than 7,200 employees.

The District owns a private fiber network connecting all facilities. The MAN/WAN architecture includes seven (7) hub site locations with two (2) Data Centers connected to a 100Gbps diverse fiber ring architecture. This architecture provides consolidated connectivity from each school facility for access to central network services and internet access. Each location is serviced via two 10Gbps connections over alternate paths, one of which utilizes Dense Wavelength-Division Multiplexing (DWDM) technology, to two different Hub Site locations. EIGRP is used from beginning-to-end connections.

3. Future Network and Project Overview

The GISD network design approach presented in this RFP has been architected to offer flexibility, growth, and cost-effectiveness by implementing the latest technology. **All equipment must be supplied with a minimum of five (5) years of warranty support.** Overall, GISD Information Technology is focused on improving the network service delivery for its customers. It is also anticipated that through leveraging the current network and a planned expanded network operations center (NOC), GISD will minimize operations and maintenance costs. The physical equipment and deployment architecture must provide for capacity increases through streamlined additions without the need for significant infrastructure changes. In addition, GISD anticipates reduced complexity and increased standardization to minimize service interruptions while expanding the network's total capacity.

To achieve this goal, GISD is seeking proposals for a complete turn-key project, including all aspects of the design, configuration, installation, and support for a robust DISTRICT Hub Metropolitan Area Network (MAN) and CAMPUS Wide Area Network (WAN) router implementation, including but not limited to:

1. District MAN equipment to provide connectivity to the District-owned private fiber network.
2. Campus WAN router to provide connectivity with a minimum capability of 20Gbps (10Gbit x2 links) interconnect to the GISD-owned fiber-optic backbone. Capable of DNA Center.
3. Installation to take place during business hours without disruption to the GISD network users.
4. Service Level monitoring platform with configuration of **FULL Netflow Support** and SLA solution for reporting to a network operations center.
5. Configuration and integration into Cisco DNAC, and Cisco Stealthwatch or equivalent, and SolarWinds Orion network monitoring solutions based on SNMP and RMON.
6. Provide services to integrate all new network equipment into existing Cisco ISE solution.

3.1. Design Standards

The network upgrade proposed in this design is based on industry standards. This project's scope provides the opportunity for evaluation of proposals from all qualified manufacturer products and solutions. The District is interested and encourages proposals for evaluation from all manufacturer solutions that are responsive to the requirements presented in this RFP. The District will consider evaluating alternative architecture and technologies, provided these alternatives meet all the performance goals, installation timeline, and requirements specified in this RFP.

3.2. Design Diagrams

The diagrams below represent a high-level overview of the MAN/WAN and campus LAN closet designs intended for a foundational level of understanding. The minimum requirements shown in this diagram are not inclusive of all requirements for the new GISD network. Please note this RFP is seeking a MAN/WAN equipment solution. The District may elect to obtain additional campus switches beyond those depicted on the diagrams below.

3.2.1. MAN/WAN/LAN Design Overview

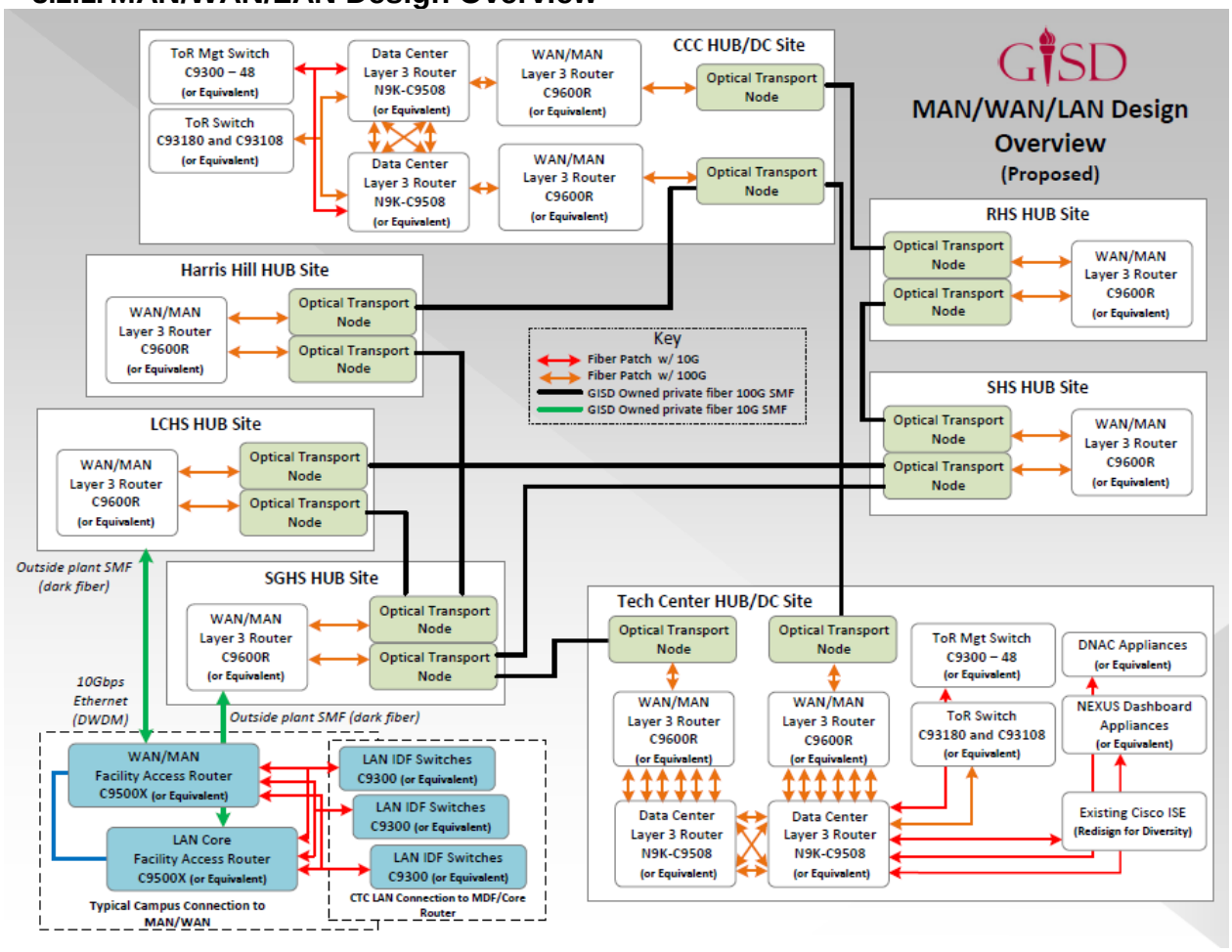


Figure 1: MAN/WAN/LAN Design Overview

3.2.2. LAN-MDF Design Overview

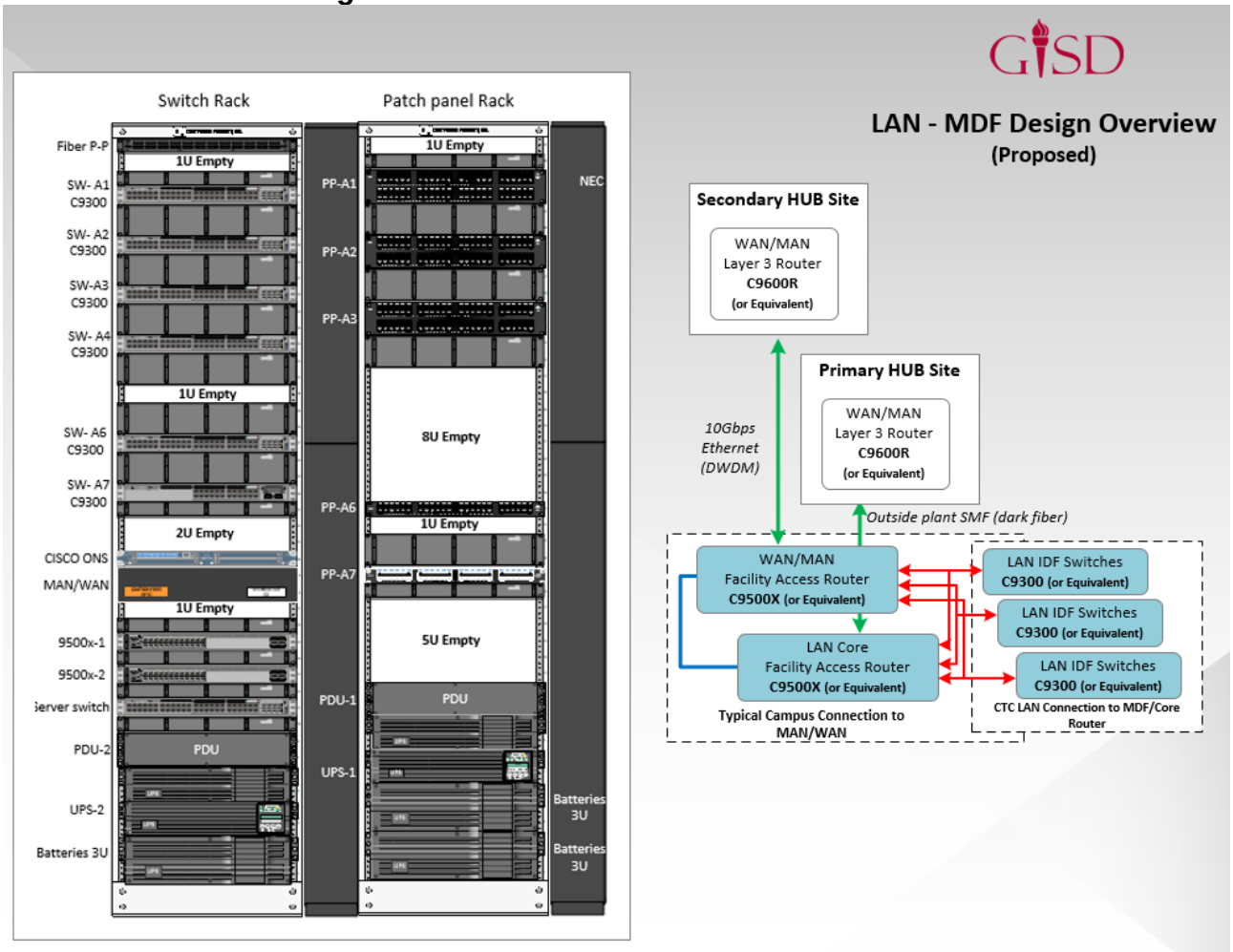


Figure 2: LAN-MDF Design Overview

4. Scope of Work

4.1. GISD plans to upgrade the MAN/WAN equipment at specific locations. **New equipment may not be installed prior to July 1, 2027. Anticipated network equipment installation is campus-dependent upon construction completion timelines.**

4.2. GISD is seeking proposals for a complete turn-key project, including all aspects of the design, configuration, installation, and support for the proposed MAN/WAN infrastructure.

4.3. MAN/WAN equipment installation

4.3.1. Awarded vendor will install all network equipment procured through this RFP, including new fiber optic patch cables per the GISD patch cable color standard. The GISD Network Infrastructure team will provide documentation per campus, illustrating the desired equipment mounting locations for each campus MDF.

4.3.2. Awarded vendor will be responsible for transporting the new equipment to the site/campus location specified by GISD.

4.4. Project Plan. Must provide a project plan(s) to address the installation of equipment.

4.5. Project Management. Coordinate with designated GISD Technology personnel throughout the entire procurement, delivery, installation, and post-installation cycle.

4.6. Return Policies.

4.6.1. Identify policies and processes for returning any items damaged in shipping with estimated turnaround times for replacement items.

4.6.2. Identify policies and processes for warranty return, repair, replacement, and/or advanced replacement (if offered).

4.7. Project Process for each Facility

4.7.1. All procured equipment shall be delivered to the GISD Technology Center Warehouse at 410 Stadium Drive, Garland, clearly marked with the GISD Purchase Order number.

4.7.2. Vendor shall configure and use manufacturer's recommended firmware on all equipment as specified by this RFP and as agreed upon by written instructions from GISD. GISD will provide adequate physical space for equipment configuration at the GISD Technology Center.

4.7.3. During configuration, vendor shall assign each piece of equipment to a room at the designated location based on maps provided by GISD. Vendor will apply a GISD-supplied asset tag to applicable equipment.

4.7.4. For installation, vendor shall coordinate the pick-up of respective equipment from the GISD Technology Center Warehouse and delivery to the designated facility.

4.7.5. Vendor shall install respective equipment at the designated facility during jobsite construction hours.

4.7.6. Vendor shall transfer installed equipment into each room using GISD's asset management system.

4.7.7. Upon completion of each location, vendor shall provide complete as-built documentation (Visio or CAD) of each facility installation. Ensure the documentation submitted is sufficient to address potential E-Rate Audits.

5. MAN/WAN Equipment Requirements and Specifications

5.1. Procurement Statement(s) of Non-Preference

5.1.1. GISD intends to procure MAN/WAN equipment in the size, quality, and parameters of the specifications detailed in this RFP that will integrate into the existing GISD environment. GISD invites and encourages all other qualified bidders to submit equivalent MAN/WAN equipment solutions where possible. Product lines must be honored by the original equipment manufacturer. The primary purpose is to ensure no interested party is excluded or limited from the bidding/quoting process.

5.1.2. All bids/quotes submitted should be as closely sized, equipped, etc., to the desired specifications. Bidders may submit products for devices and services that exceed the minimum requirements specified in this RFP. Any exceptions to the specifications will be evaluated based on the best interest of GISD.

5.1.3. GISD is hereby requesting pricing and proposals to install MAN/WAN equipment, including related accessories.GISD will issue purchase orders after award, however ***Nothing (equipment, software, licenses, invoices, etc) may arrive to GISD facilities or be emailed to GISD personnel prior to July 1, 2027***.

5.1.4. GISD also reserves the right to purchase other required equipment, parts, and supplies sold by the awarded supplier that may not be listed herein for line item pricing but for which the supplier offers a discount off the list price provision of this contract.

5.1.5. Automatic hardware upgrade requirement. The unit price of the equipment specified will remain the same or improve throughout the bid award period. In the event any of the selected models are deemed end-of-life or discontinued by the manufacturer, the vendor and manufacturer will provide a substitute model that has equal or better performance specifications as the original model proposed through the term of the agreement.

5.2. Certifications and Technical Project Resource Requirements

5.2.1. Overview

5.2.1.1. The network as described in this RFP and the successful implementation and future maintenance and operations will depend on the capabilities, skills, and technical acumen of the resources assigned to the project. This proposal and certification requirement is based on Cisco as a reference, however this level of certification and expertise must be demonstrated in all cases by the proposer as equivalent.

5.2.2. Requirements

5.2.2.1 At the time of proposal and in order to be considered for award of contract, vendor shall be a current a Cisco 360 Preferred Partner (or equivalent), shall remain a Cisco 360 Preferred Partner throughout the term of this contract and shall provide official and current Cisco 360 Preferred Partner documentation with this RFP submission. Please note the Cisco 360 Preferred Partner requirements listed herein are provided to communicate the district's minimal requirements for the GISD Cisco systems and related support needs. Information provided in this document shall not be construed to reflect the official all-inclusive Cisco 360 Preferred Partner certification requirements.

5.2.2.1.1 Cisco 360 Preferred Partner or Equivalent Certification

If proposing an alternate manufacturer equipment/solution, the proposer must include documentation attesting to the fact that the proposer is certified by manufacture at the highest level of certification and how this compares to the Cisco 360 Preferred Partner status.

Vendors considered for award of this contract shall provide the Garland Independent School District (GISD) with at least but not limited to Cisco Certified Internetwork Expert (CCIE) and Certified Cisco Network Professional (CCNP) (or equivalent) level support for various district projects as needed throughout the term of this contract, and purchased by the district in conjunction with your firm's proposed pricing submitted herein. Said support shall include but is not limited to Cisco system design, implementation, and configuration, integrated systems solutions, facilitating existing and new product resolution, software upgrades, product warranty or non-warranty product replacements, assisting the district in daily system support efforts, complex troubleshooting, and future design functions as needed throughout the term of this contract.

Vendors considered for award of this contract shall submit with this RFP submission official certification documentation of your firm's current Cisco 360 Preferred Partner, and current certifications for each that will be designated to support the GISD in conjunction with this RFP-contract.

Please provide the following with your firm's response to this RFP:

5.2.2.1.2 Titled: Cisco 360 Preferred Partner (or equivalent)

5.2.2.1.3 Titled: CCIE Certification (or equivalent)

5.2.2.1.4 Titled: CCNP Certification (or equivalent)

The district reserves the right to request any and all of your firms certified specialization services and noncertified support services that may not be requested or listed herein. The district also reserves the right to request any and all of your firm's certification documentation for evaluation purposes and to confirm the credentials of the certified engineers designated to support the GISD during the term of this RFP-contract

5.2.2.1.5 Considerations

CISCO (Product must be this brand/model or equivalent). The use of the reference product brand name and exact details in describing any item, does not restrict bidders to that exact product or detail; rather, is used to describe the type and quality of item desired. In all cases the District will be the sole judge as to the acceptability and determination of comparability of other products proposed.

5.2.2.1.6 Using CCIE and CCNP

GISD is currently using Cisco Certified Internetwork Expert (CCIE) engineering onsite services to design and assist with integrated systems solutions, while updating user experience to support the district's distinct requirements. GISD uses online support from the Cisco Technical Assistance Center to facilitate product resolution, software upgrades, and product warranty or non-warranty replacement. GISD also uses a Cisco Certified Network Professional (CCNP) to assist the district in daily support efforts, complex troubleshooting, and future design functions. Access to these resources is required and should be included in the proposal.

5.2.2.1.7 Cisco 360 Preferred Partner

Cisco 360 Preferred Partner, (or equivalent) is the highest certification level for partners within the Cisco Resale Partner Program. Cisco 360 Preferred Partners requires a partner to under-take the training and qualifications for every Cisco advanced specialization available today. Cisco 360 Preferred Partner is a guarantee to the end user of Cisco products and services that their Cisco 360 Preferred Partner has achieved a deep understanding of each and every one of Cisco's advanced technologies. Cisco 360 Preferred Partner have access to world-class products and service programs, technical support, productivity tools, and training; and are prepared to deliver intelligent, integrated network solutions that meet end user technology needs. Cisco 360 Preferred Partners provide value by having access to the most comprehensive sales, technical, and lifecycle services training and resources. Combining Cisco expertise with their own value-added services portfolio uniquely positions Cisco 360 Preferred Partners to serve as trusted technology advisors.

The Cisco 360 Preferred Partner also provides proven technical expertise by maintaining the multiple technology specializations required for Cisco 360

Preferred Partner. That also means a partner can integrate technologies to deliver the more sophisticated solutions for end user technology demands. Cisco 360 Preferred Partners also provide focus on customer satisfaction. With access to the same online customer satisfaction evaluation tools Cisco uses to evaluate its own performance, Cisco 360 Preferred Partners can develop targeted plans to serve end user needs promptly.

Cisco 360 Preferred Partners are required to provide a high standard of support that include at least, but are not limited to, the following items listed below (1 through 9):

1. Valid Cisco resale agreement or indirect Channel Partner Agreement (ICPA) current at all times. Active Cisco Partner Agreement maintained in good standing, serving as the foundational compliance requirement across all portfolio tracks.
2. Demonstration of at least one Cisco specialization technology. Achievement of portfolio-specific **Cisco Solution Specializations** and advanced role certifications (e.g., CCIE/CCNP) measured within the *Capabilities* dimension of the Partner Value Index (PVI).
3. 24 Hour Customer Service. Continuous 24/7 technical support access and incident management capability as part of baseline service delivery operations.
4. One (1) Hour Call Back Time. Defined SLA-backed incident response times aligned with managed service tiers and critical severity protocols rather than static 1-hour phone callbacks.
5. Required Escalation Process Plan, for all unresolved technical issues. Formalized Incident Management & Escalation Framework integrated into portfolio operations to resolve complex technical issues and ensure business continuity.
6. Support Lab Equipment. **Lifecycle & Adoption Practice** replacing mandatory physical lab hardware with software sandbox environments, demonstration capabilities, and ongoing customer environment health monitoring.
7. Unified Communication Specialization Support required with Lab Equipment Usage. Portfolio-aligned design and delivery readiness verified against Cisco reference architectures for target flagship offers (e.g., Collaboration, Security, Cloud/AI).
8. Required Pre-Sale Support. Solution Architecture & Pre-Sales Engineering capabilities to design, scope, and validate outcome-based solution architectures.
9. Required Post-Sale Support with at least but not limited to the following:
    - Technical Support: 24/7 post-sale technical support and managed services
    - Onsite Response: SLA-driven dispatch and response times (including 4-hour critical response)
    - Call Center/ Desk Operations: Omni-channel service desk operations with designated incident management/duty oversight

- Tracking & Automation: Automated telemetry monitoring, alert integration, and modern ticketing systems

5.2.3. Cisco 360 Preferred Partners Advanced Specialization Requirements

Cisco 360 Preferred Partners demonstrate to the end user a strong partnership with Cisco and their focus on the technology needs at the very highest level, as well as achieving the broadest range of expertise across multiple technologies in all four advanced specialization requirements as follows and providing the certified engineering staff to support the relevant roles of the four Advanced Specializations. Employing four Certified Inter-networking Expert's (CCIE) can satisfy any/all of the Advanced Requirements and Specializations required for Cisco 360 Preferred Partners.

5.2.3.1. Cisco Preferred Services Partner

The Cisco Preferred Services Partner designation (or equivalent), demonstrates advanced Cisco service-delivery capabilities, technical expertise, and mature customer lifecycle management practices, including implementation, adoption, support, and service optimization. The bidder shall provide valid evidence of its Cisco partner status with their bid proposal.

5.2.3.2. Cisco Preferred Security Partner

The Cisco Preferred Security Partner designation (or equivalent), demonstrates proven expertise in Cisco security solutions, including security architecture, implementation, integration, and ongoing support. The bidder shall provide valid evidence of its Cisco partner designation with their bid proposal.

5.2.3.3. Cisco Preferred Networking Partner

The Cisco Preferred Networking Partner designation (or equivalent), demonstrates proven expertise in Cisco networking solutions, including network design, implementation, configuration, optimization, and ongoing support. The bidder shall provide valid evidence of its Cisco partner designation and relevant networking capabilities with their bid proposal.

5.2.3.4. Cisco Preferred Collaboration Partner

The Cisco Preferred Collaboration Partner designation (or equivalent), demonstrates proven expertise in Cisco collaboration solutions, including unified communications, video conferencing, cloud collaboration, implementation, integration, and ongoing support. The bidder shall provide valid evidence of its Cisco partner designation and relevant collaboration capabilities with their bid proposal.

5.2.3.5. Cisco Preferred Cloud and AI Infrastructure Partner

The Cisco Preferred Cloud and AI Infrastructure Partner designation (or equivalent), demonstrates proven expertise in Cisco cloud and AI infrastructure solutions, including data center networking, compute, storage integration, AI infrastructure deployment, optimization, and ongoing support. The bidder shall provide valid evidence of its Cisco partner designation and relevant technical capabilities with their bid proposal.

5.3. Additional Cisco Partner Specialization minimum requirements

5.3.1. Cisco Advanced Data Center Storage Networking Specialization (or equivalent)

recognizes partners for their knowledge and expertise in selling, designing, installing, and managing comprehensive storage networking solutions. Partners can become specialized in this area regardless of whether they source MDS products from original storage manufacturers (OSM), solution technology integrators (STI), or directly from Cisco.

5.3.2. Cisco Express Unified Communications Specialization (or equivalent) recognizes partners for their knowledge to integrate key technology solutions in the area of converged data/voice/video networking.

5.3.3. Cisco Master Security Specialization (or equivalent) recognizes partners for proving themselves as having the most in-depth technology skills and customer success in selling, deploying, and providing services for more sophisticated, value-added Cisco security solutions. The Master Specialization designation for Security builds on the Advanced Security Specialization and is targeted at an elite group of partners providing greater opportunities for competitive differentiation, branding, and the highest Cisco VIP rebate.

5.3.4. Cisco Master Unified Communications Specialization (or equivalent) recognizes partners for proving themselves as having the most in-depth technology skills and customer success in selling, deploying, and providing services for more sophisticated, value-added Cisco voice solutions. The Master Specialization designation for Unified Communications builds on the Advanced Unified Communications Specialization and is targeted at an elite group of partners providing greater opportunities for competitive differentiation, branding, and the highest Cisco VIP rebate.

5.3.5. Cisco IronPort Certification (or equivalent) recognizes partners for having proved themselves in providing in depth knowledge of security & device administration skills to administer Cisco IronPort Internet Web-based security solutions.

5.3.6. Cisco Authorized Technology Provider (ATP) (or equivalent) recognizes partners for proving themselves as having developed a program designed for global market opportunities for advanced and emerging technology solutions through qualified Cisco channel partners while ensuring high customer satisfaction. The ATP Program allows Cisco to define the core knowledge and skills required to deploy an advanced or emerging technology, while further defining and developing the market opportunity.

5.4. Network Equipment Minimum Requirements

5.4.1. GISD has identified industry specifications as requirements for any proposed solution for MAN/WAN equipment and related accessories to serve the District's needs best.

1. The MAN/WAN equipment functionality must support enterprise routing capable AND connectivity to the GISD MAN/WAN with EIGRP. Include enterprise support for BGP/OSPF. This integration is the responsibility of the Proposer.
2. The MAN/WAN equipment must seamlessly integrate into Cisco's enterprise management suite.
3. MAN equipment must be capable of minimum 100GB connectivity.
4. WAN equipment must provide a minimum of 20Gbps connectivity (via two 10Gbps links) to each district campus and facility location.
5. Support industry standards:

1) Ethernet: IEEE 802.3
2) 10 Gigabit Ethernet: IEEE 802.3ae
3) IEEE 802.1D Spanning Tree Protocol
4) IEEE 802.1w Rapid Reconfiguration of Spanning Tree
5) IEEE 802.1s Multiple VLAN Instances of Spanning Tree
6) IEEE 802.3ad LACP
7) IEEE 802.1p CoS Prioritization
8) IEEE 802.1Q VLAN
9) IEEE 802.1X User Authentication
10) IEEE 802.1x-Rev
11) RMON I and II standards
12) USGv6 and IPv6 Gold Logo certified

6. All equipment must be supplied with a minimum of **five (5) years of warranty support**,

including

a. Campus WAN: 8x5 next business day
b. District MAN: 24x7 – 4-hour response time

5.4.2. For vendors proposing an equivalent solution, the burden of proof that their solution meets all of the required minimum specifications shall reside with the vendor. Proposers offering alternative products must provide GISD evaluators side-by-side documentation in table form, comparing the technical, features, and performance specifications for the following equipment with the proposed product/solution:

- CISCO CATALYST 9500
- CISCO NCS2000

Where the product does not meet the technical features, and performance specifications of the CISCO CATALYST product family, it must be highlighted and included in the Exceptions to RFP. Failure to provide side-by-side comparison will result in point deductions.

6. Proposal Format – Tab Labels (Sections)

Responses to proposals must be formatted according to the table below. Additionally, all responses to specifications within a tab (section) must adhere to the respective numbering provided. Failure to provide any of the requested information or documents in this solicitation may result in point deductions.

Tab (Section)	Tab Description
Tab 1	Executive Summary
Tab 2	Table of Contents
Tab 3	Company Profile and Qualifications
Tab 4	Over and Approach to Implementation
Tab 5	WAN Equipment Proposal
Tab 6	Exceptions to RFP and Conflicts of Interest
Tab 7	Required Forms

7. Timetable

The following timetable is subject to change by GISD. (All listed times are Central Time)

Event	Date and Time
RFP Release Date	October 9, 2026
Questions Due to Purchasing Department	October 23, 2026 12:00PM
Answers to Questions Posted via Addendum	October 28, 2026
Proposals Due	December 1, 2026 10:30AM
Potential Award	February 9, 2027
Anticipated Project Start	February 12, 2027
Anticipated Deployment	August 1, 2027 – October 1, 2027

8. Proposal Evaluation Criteria

An evaluation committee of GISD employees will evaluate proposals. The evaluation team will establish their independent evaluation results of proposals using the following scoring rubric:

	Parameters	Max Points
1	**The purchase price** 9.5.8 Pricing	**40**
2	**The reputation of the vendor and the vendor's goods or services** 9.1 Executive Summary 9.3 Company Profile and Qualifications	**10**
3	**The quality of the vendor's goods or services** 9.5.2 Damaged/Defective Claims Process 9.5.3 Manufacturer Warranty Process 9.5.4 Cisco 360 Preferred Partner or Equivalent Certification 9.5.5 Equivalent Training/Certification	**18**
4	**The extent to which the goods or services meet the District's needs** 9.4 Overview and Approach to Implementation 9.4.5 Detailed Project Plan 9.5.1 Authorized Reseller/Distributor List 9.5.6 Minimum Specifications Requirement 9.5.7 Shipment and Delivery Schedule 9.5.8 Value Added Products/Services 9.5.10 Catalog Price Discounts 10 Exceptions to RFP and Conflicts of Interest	**29**
5	**The vendor's past relationship with the District**	**3**
6	**The impact on the ability of the District to comply with the laws and rules relating to historically under-utilized businesses (HUB)**	**0**
7	**The total long-term cost to the District to acquire the vendor's goods and services.**	**0**
8	**For a contract for goods and services, other than goods and services related to telecommunications and information services, building construction and maintenance, or instructional materials, whether the vendor or the vendor's ultimate parent company or majority owner: A. has its principal place of business in this state B. employs at least 500 persons in this state**	**0**
9	**VPAT (Refer to 3.26. UNIFORM INFORMATION AND COMMUNICATION TECHNOLOGIES ACCESSIBILITY)**	**0**
	Total Points	**100**

9. WAN equipment and Installation Services Proposal

9.1. Executive Summary (Tab 1)

9.1.1. Provide a brief transmittal letter prepared on the Proposer's letterhead and signed by an individual who is authorized to commit the Proposer to the services and requirements in the RFP and proposal. This transmittal letter shall include the following:

9.1.1.1. The name, title, address, telephone number, and electronic mail address of the person authorized to bind the Proposer to the contract and who will receive all official notices concerning this RFP.

9.1.1.2. The Proposer's understanding of the nature and scope of the services required

9.1.1.3. A brief demonstration of the capability to comply with all terms and conditions of this RFP

9.1.1.4. A statement of why the firm believes it is best qualified to perform the engagement.

9.1.1.5. Acknowledgment of all Addenda to this RFP

9.2. Table of Contents (Tab 2)

The Table of Contents and proposal MUST conform to the order and major headings of this RFP.

9.3. Company Profile and Qualifications (Tab 3)

9.3.1. Proposer Business Information

9.3.1.1. Company name, parent company name.
9.3.1.2. Address, city, state, and zip code of business offices.
9.3.1.3. Account executive name, title, phone, email, address, city, state, and zip code.
9.3.1.4. Primary project contact name, title, phone, email, address, city, state, and zip code.
9.3.1.5. Federal Tax ID number.
9.3.1.6. Include a copy of Dun & Bradstreet's Comprehensive Report on the company issued within the last 12 months.

9.3.2. Proposer Business Description

9.3.2.1. State the nature and scope of the business, including areas of expertise and specializations.
9.3.2.2. Number of years the firm has been in business.
9.3.2.3. State whether the organization pursues national, regional, or local business.
9.3.2.4. Number of years the company has been licensed to do business in the State of Texas.
9.3.2.5. Number of employees
9.3.2.6. Identify any claims during the past five (5) years and provide information on any pending litigation, lawsuits, etc. Failure to provide accurate information may be determined to be a material breach of any future agreement or contract with GISD.

9.3.3. Experience and Other Qualifications

9.3.3.1. Describe your firm's experience with this project, as identified in the Scope of Work. Specifically, the firm's previous experience with large-scale laptop deployment/implementation projects.
9.3.3.2. Provide two (2) similar implementations in the past five (5) years

9.3.4. References

Submit references (see Appendix B - References) for at least three (3) of the most similar contracts, preferably K-12 education, higher education, or other governmental agencies, or related engagements that have been completed within the past five (5) years. References will be verified and scored. Non-Responsive references will not receive points. Provide the following for each reference:

- Client name
- Contract term/period
- Estimated Contract value
- Client Number of employees
- Name, title, phone, and email address of the contact person(s) directly involved and/or most familiar with the project
- A brief description of the project, including the type of hardware and total units deployed

9.4. Overview and Approach to Implementation (Tab 4)

9.4.1. Overview of the Solution

Provide your narrative of the proposed solution, as outlined in the Scope of Work. Clearly state your understanding of the project details presented by this RFP.

9.4.2. Examination and Acceptance of Existing Conditions

9.4.2.1. Examination - The vendor shall examine facilities and RFP documents to the extent necessary to plan for efficient installation strategies prior to the delivery of materials to the site or commencement of work. Failure to make the examination shall not result in any Change Order requests or additional costs. Please acknowledge this requirement.

9.4.2.2. Acceptance - The commencement of work by the vendor shall indicate acceptance of existing conditions unless a written notice of exceptions has been provided to GISD prior to commencement. Please acknowledge this requirement.

9.4.3. Logistics

9.4.3.1. Describe your approach to ensuring deliveries of new equipment are made to the GISD Technology Center Warehouse by complete Purchase Orders.

9.4.3.2. Describe your approach for the configuration of equipment at the GISD Technology Center and how you plan to ensure all equipment is functioning correctly, appropriately tagged and documented.

9.4.3.3. Describe your approach for implementation at each facility and proposed schedules to ensure work is performed during business hours.

9.4.3.4. Describe your approach for providing post-installation support.

9.4.4. Proposed Project Team

9.4.4.1. Describe your approach to staffing this project. A reasonable contingency of manpower will be required for limited or ongoing durations. Provide a description of manpower/resource availability and how this requirement will be met.

9.4.4.2. Identify and describe all required project team members, by role, as required to address the Scope of Work. GISD must be provided with a hardware account sales manager and an installation project manager. Note: The vendor shall appoint a Project Manager who will be the main point of contact regarding the project for GISD. If the vendor seeks to change the Project Manager during the course of the project, such a change is subject to prior written approval from the GISD. All onsite contractors are subject to fingerprint and background checks, per Senate Bill 9 requirements, with no exceptions.

Name	Phone	Email	Role
			Project Manager – Services
			Project Manager – Sales

9.4.4.3. Provide resumes, qualifications, and/or certifications of the project manager, installation team lead(s) and/or any team members that will have a direct role in the delivery and supervision of this project. Resumes or over-views should demonstrate their experience and capabilities for contributing to a successful implementation.

9.4.5. Detailed Project Plan

9.4.5.1. Provide a detailed project plan for all services to meet GISD's Scope of Work. The respondent must provide its proposed project work plans, preferably in Microsoft

[Length] ~Date/Month	Description
[1 week] ~4th of July	Summer Break
[1 day] September	Labor Day
[1 week] October	Fall Break
[1 week] November	Thanksgiving Break
[~2 weeks] December / January	Winter Break
[1 day] January	Martin Luther King Jr. Day
[1 week] March	Spring Break
[1 day] May	Memorial Day
[1 day] June	Juneteenth

Project (or similar). The awarded vendor will be responsible for developing and maintaining a detailed work breakdown structure that includes but is not limited to identifying and defining all project phases, stages, and tasks. The respective start dates, duration of tasks, dependencies of tasks, critical path, milestones, deliverable due dates, and responsible resources should also be included.

9.4.5.2. District Closed Dates – The District is closed annually to recognize certain events or seasons. The district calendar for the implementation year (2027-2028) has not been finalized, so the awarded Proposer shall adjust and incorporate it into the project plan when available. In general, the following events are observed:

9.4.6. Project Plan Management Approach

Describe the proposed approach to effectively managing the project work plan. At a minimum, the Proposer must describe the method for ensuring timely updates to the work plan, the process for managing and communicating changes to GISD, and the approach for tracking baseline versus actual progress or the methods and procedures employed in other implementations.

9.4.7. Risk Management Approach

9.4.7.1. Describe the proposed approach to risk management. At a minimum, the Proposer must describe its approach to risk identification, risk analysis, risk response development, risk monitoring and control or the methods employed in other implementations.

9.4.8. Change Management Approach

Describe the proposed approach to change management. At a minimum, the Proposer must describe the change request process for out-of-scope activities.

9.4.9. Issue Management Approach

Describe the proposed approach to issues management. At a minimum, the Proposer must describe the issue management control system to be used and its approach to issue identification, impact evaluation, issue assignment, issue resolution, or the methods employed in other implementations.

9.5. WAN equipment Proposal (Tab 5)

9.5.1. Authorized Reseller/Distributor Letter

Proposing vendors shall be an authorized reseller/distributor of (all) proposed products, authorized to process returns and warranty claims, and specifically authorized and able to identify order tracking and repair procedures with available online related services.

Vendor must be an authorized reseller and provide evidence thereof, with an authorized reseller letter from the manufacturer.

9.5.2. Damaged/Defective Claims Process

Vendor should outline and provide the process for order tracking, steps for defective returns within 45 days of arrival, and claims processes, e.g., for defective items or items damaged during shipping.

9.5.3. Manufacturer Warranty and Support Process

Vendor should outline the manufacturer's warranty process. Process should include but not necessarily be limited to:

- Drop shipped advanced replacements of equipment
- Access to online and live body technical assistance, preferably 2nd tier support or better, within North America
- Document your response time once a request is entered (i.e., how long until parts are shipped, etc.)

Outline the manufacturer warranty process for each of the following products and accessories:

- Cisco equipment (or equivalent)

9.5.4. CISCO 360 Preferred Partner or Equivalent Certification

Vendors considered for award of this contract shall provide CISCO 360 Preferred Partner or Equivalent Certification to GISD. If Equivalent, Vendor should provide side by side comparison/details for certificate.

9.5.5. Equivalent Training/Certification

Garland ISD is currently trained in Cisco solutions. If proposing an equivalent, provide the process for establishing a certification program in the proposed equivalent product(s), including the yearly fee and any associated cost for the program, along with a process for training GISD Network Infrastructure Engineers. Please provide an estimated number of hours, on average, to study and complete certification or recommended training for an individual engineer. Scoring may reflect the required additional hours for engineer training and certification.

9.5.6. Minimum Specifications Requirement

If proposing an equivalent solution, please respond to each listed minimum specification in a similar tabular format. For all "Yes" responses, please provide the specific equivalent equipment part number and description that satisfies the requirement and directions to the specific page/paragraph in either (a) a provided URL from the manufacturer's website or (b) any brochures from the manufacturer that satisfies the requirement. Vendor shall include in this section a copy of any referenced brochure material.

	Product	Description/Specification	Meets Minimum?
1	**MAN/WAN Equipment**	**Integrates with Cisco ISE solution**	Yes or No
2	**MAN/WAN Equipment**	**Integrates with Cisco DNAC solution**	Yes or No
3	**MAN/WAN Equipment**	**Integrates with Cisco CDP support**	Yes or No
4	**MAN/WAN Equipment**	**Integrates with Cisco management platform (ThousandEyes)**	Yes or No
5	**MAN/WAN Equipment**	**Full NETFLOW support**	Yes or No

9.5.7. Shipment and Delivery Schedule

GISD requires a vendor that can plan according to the project deployment timeline. Vendor should provide their approach to working with GISD on managing the timeframe for shipment and delivery of all products and accessories.

9.5.8. Value-Added Products/Services

Vendors are encouraged to propose any value-added products and/or services. For example, the vendor can provide 1 unit for every xx number purchased, or the vendor can provide technician availability for warranty repairs/replacements, etc.

9.5.9. Response to MAN/WAN Equipment Specifications

Vendors must complete and submit all RFP pricing sheets that are provided electronically. Submission of pricing sheets must be in an approved electronic format. While the pricing sheets contain automated formulas, the vendor must ensure that all calculations accurately reflect their proposed pricing. Any questions or requests for the pricing sheets should be directed to the provided contact in the Purchasing Department. Submission of this section in the response should include the following table to provide the overall price, with the appropriate row price completed:

Description	Price
Bid listed solution	$
Bid equivalent solution	$

9.5.10. Catalog Price Discounts

9.5.10.1. The GISD may require additional supplies/equipment. Please identify the discount offered below for these parts/equipment available through your firm (if awarded). Note: Vendors proposing actual pricing and discounts not available shall propose a 0% discount. A blank space may be considered non-responsive.

9.5.10.2. Indicate your firm's percent (%) discount off the list price for any/all other products not listed in the equipment specification

9.5.10.3. Indicate your tier-based discounts:

Amount	Percent (%) Discount Off List Price
$0 - $25,000	
$25,001 - $50,000	
$50,001 - $100,000	
$100,001 - $150,000	
$150,001 - $250,000	
$250,001+	

9.5.10.4. Use this section to indicate/propose any other discount scenarios your firm is offering.

9.5.10.5. Use this section to indicate any/all other information and/or fees that may not be addressed in this RFP.

10. Exceptions to RFP and Conflicts of Interest (Tab 6)

10.1. Note Exceptions - Note any exceptions to the requirements and conditions where applicable. Indicate the specific section in this RFP to which the exception applies. <u>If exceptions are NOT noted here, the District assumes that the Vendor's proposal meets stated requirements, and any discovered deviation may result in disqualification of the proposal.</u>

10.2. Conflict of Interest – Address the potential, if any, for conflict of interest. Comply with federal, state, and local laws, statutes, and regulations, particularly those addressing conflict of interest.

11. Required Forms (Tab 7)

11.1. Provide required forms as listed in the Required Forms section of this RFP.

11.2. Provide a Statement of Work (SOW) for the project in a MS Word format.

APPENDIX A – REFERENCES

PROPOSAL #510-27-02
METROPOLITAN AREA NETWORK (MAN)
AND
WIDE AREA NETWORK (WAN) EQUIPMENT AND SERVICES

Provide at least three (3) references for the most similar contracts, preferably K-12 education, higher education, or other governmental agencies, or related engagements that Proposer has completed within the past five (5) years, using the format shown below. The contact information should be an individual directly involved and/or most familiar with the Proposer's project. Non-Responsive references will not receive points.

1	**Client/Company Information**		**Contact Information**	
	Client Name		**Name**	
	Contract Term/Period		**Title**	
	Est. Contract Value		**Phone**	
	Number of Employees		**Email**	
	Brief Project Description (incl. type of H/W & total units deployed)			
2	**Client/Company Information**		**Contact Information**	
	Client Name		**Name**	
	Contract Term/Period		**Title**	
	Est. Contract Value		**Phone**	
	Number of Employees		**Email**	
	Brief Project Description (incl. type of H/W & total units deployed)			
3	**Client/Company Information**		**Contact Information**	
	Client Name		**Name**	
	Contract Term/Period		**Title**	
	Est. Contract Value		**Phone**	
	Number of Employees		**Email**	
	Brief Project Description (incl. type of H/W & total units deployed)			