

Herrick District Library Request for Proposal

Allowable Contract Date: January 4, 2027

Bids received after January 4, 2027 may not be considered.

Herrick District Library

300 S. River Ave.

Holland, MI 49423

Office: (616) 355-4948

Herrick District Library Project Manager contact information:

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Information Technology Manager

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Office: (616) 355-4948

Important Notes:

- This RFP is for products and services to enhance or sustain our existing networks and systems.
- All quotes must be submitted with the understanding that implementation may be dependent upon:
 - E-Rate funding approval by the School's and Library's Division (SLD),
 - Student enrollments,
 - Library budgetary requirements and constraints.
- Purchase and installation of products and services must be between July 1, 2027, and June 30, 2028, and all RFP pricing should be honored for this period.
- Please email all quotations to the email address above.
- Hardware and related services must allow for distribution of voice, video, and data signal to other buildings within the district as necessary and applicable. Capacity must allow for all users.
- The following specifications are to be used as guidelines in quoting a solution. Although specification changes are permitted, the quality of the product/service requested must be based upon industry standards at time of delivery.
- The items requested within this RFP may or may not be USF eligible. **All non-eligible products and services must be itemized.** Please use the USF Eligible Services List for guidance. (Note: It is the vendor's responsibility to check for updates and corrections prior to submitting bids/quotations.
- Provide the library with a legal agreement clause that permits the library to terminate the contract with 30 days prior notice, if the library deems it to be within our best interest.
- Provide proof of workers comp.
- Provide proof of \$2 million liability insurance umbrella upon award of the bid.
- All bidders will understand that if the entity closes, contract termination fees will not be incurred by the entity.
- All bidders must have the 2027 Service Provider Annual Certification Form 473 on file with USAC by September 1, 2027 **AND their SAM.gov must be active.**
- All respondents of this RFP confirm they are not an Iran-linked business.
- Implementation and completion of the services are contingent upon the district receiving approved funding from the Universal Services Fund. The services may be revised or terminated if the funds from the USF discount program are not approved or do not meet the expectations of the entity. If requested, the vendor will complete the SPI (Form 474) application. It is the vendor's responsibility to understand and comply with all rules and procedures required by the Schools and Libraries Corporation and the Universal Services Fund.
- Offerors submitting proposals for anything other than a firm fixed price for the goods and services listed, will not be accepted. Price adjustments after an award will not be accepted by applicant.
- Multi-year contracts may be considered.
- All bidders must have an E-rate SPIN.
- Bids must include line itemization of all components to allow for the use of E-Rate funds on all approved items.
- All bidders must adhere to the Lowest Corresponding Price (LCP) rules.
- The Herrick District Library reserves the right to accept or reject any or all quotations.
- There are two library facilities:

- **North Side Branch Library (North Branch)**
155 Riley Ave.
Holland, MI. 49424.
- **Herrick District Library (Main Facility)**
300 S. River Ave.
Holland, MI 49423
(616) 355-3100

CATEGORY ONE

Internet Access

We are seeking proposals for an enterprise fiber grade bi-directional Internet circuit, and will entertain pricing for **1Gbps, 2Gbps and 2.5Gbps dedicated bandwidth connections** with the following requirements:

- We would like to see 3-year contract pricing.
- The Internet service that is proposed should be able to support a multitude of devices, including, but not limited to desktop and laptop computers, mobile tablets, cell phones with Wi-Fi capabilities, VOIP, wireless access points, and IP cameras.
- Support up to a minimum of 500 users/device sessions across our District Area Network, servicing two facilities (main facility and north branch). Please note that we only physically need Internet access from our main facility, as our North Branch is connected via layer three switch directly to our main facility via 10 Gb fiber connection.
- Single Internet connection shall be terminated within the DMARC of the main library, located at 300 S. River Ave, Holland, MI 49423.
- The awarded vendor shall provide an Ethernet connection hand-off to the library's Watchguard Firewall.
- Include backbone configuration diagram to nearest Tier-1 backbone.
- Vendor shall provide SLA metrics including:
 - Network availability
 - Latency
 - Packet loss
 - Jitter
 - Service restoration targets
 - Credit schedule for SLA violations
- Vendor shall provide a 24x7 support contact process, escalation procedures, and network monitoring process including proactive outage notification via phone, text message, and/or email.
- Vendor shall provide access to Internet use statistics via an easy-to-use web interface.
- Vendor shall provide end-to-end maintenance on equipment and software used to deliver Internet services. An itemized list of all equipment and software shall also be provided to the library.
- Pricing shall be itemized separately for hardware, maintenance/subscription (any monthly recurring charges), non-recurring installation costs, construction costs, and any optional services.
- Vendor shall clearly identify any anticipated construction costs, special construction requirements, permitting requirements, or non-recurring charges associated with service deployment.
- Vendor shall provide a minimum of one routable public IPv4 subnet equivalent to at least six usable public IPv4 addresses
- Vendor shall identify whether the proposed circuit utilizes diverse last-mile facilities and shall describe the physical path from the library to the provider's backbone network.
- Vendor shall identify whether the proposed service is dedicated bandwidth, shared bandwidth, or utilizes traffic shaping, oversubscription, or burstable bandwidth models.
- Vendor shall identify service response times and Mean Time to Repair (MTTR) commitments for service outages.
- Filtering services are NOT needed, as our Firewall will handle our Internet filtering needs. Please DO NOT offer additional filtering services as part of your proposed solution.
- Vendor shall identify all customer premises equipment (CPE) required for service delivery and indicate whether such equipment is included in the proposed pricing, leased, or owned by the customer.
- The proposed Internet service shall support standard business communications without restriction, including but not limited to:
 - IPv4 and IPv6
 - IPsec VPN communications
 - SSL/TLS encrypted communications
 - Site-to-site and remote-access VPN connectivity
 - VoIP and real-time communications
 - Cloud-hosted business applications
 - Microsoft 365 services
 - Customer-managed security appliances

- The provider shall not restrict or block lawful business use of VPN, encrypted, VoIP, video conferencing, or cloud application traffic.

CATEGORY TWO

Firewall Equipment and Professional Services

Watchguard Replacement Solution

Our existing Watchguard M470 Firewall is nearing its end-of-life as of June 30, 2028, and we are looking for a solution that will replace our existing firewall with a newer model Watchguard Firewall (**or equivalent solution**), as contained within the list below. **All Solutions should contain a 5-year Maintenance and support/Subscription option and professional services for deployment and migration, as outlined within this RFP.**

Qty	Part Number/ Description	Facility	Location
1	Watchguard Trade Up to Prime Security 5-year. / Mfg. Part #: WGM3950495	Main Facility	Datacenter / MDF
1	Watchguard Redundant Power Supply / Mfg. Part #: WG9037	Main Facility	Datacenter / MDF
1	Watchguard Firebox M395 Appliance only / Mfg. Part #: WGM395000	Main Facility	Datacenter / MDF

- The vendor shall include any mounting solutions required to properly mount the proposed Firewall into a 2-post floor standing network rack.
- The library will provide Internet and internal network Ethernet infrastructure, as well as access to the facility's MDF/Datacenter, as requested and agreed upon by the library project manager.
- Any work resulting in Internet or WAN service interruption shall be performed outside of normal library operating hours unless otherwise approved. Hours of operation are:
 - Monday thru Wednesday 9:00 am to 9:00 pm
 - Thursday 9:00 am to 8:00 pm
 - Friday and Saturday 9:00 am to 6:00 pm
 - Sunday 1:00 pm to 6:00 pm
- The firewall shall have dual power supplies included.
- Proposed firewall solutions shall be sized to accommodate the Library's current and anticipated growth over the next five years. Vendors shall provide firewall throughput specifications, VPN throughput specifications, concurrent session limits, SSL inspection throughput, and recommended licensing levels.
- Requests for information on the existing Watchguard Firewall configuration may be made to the library project manager directly, and delivery is at the discretion of the library project manager.
- The proposed solution shall provide centralized management, logging, reporting, alerting, configuration backup, firmware management, and role-based administrative access.
- The library has the right to award the hardware & maintenance to one vendor, and Professional services to another vendor. Given this, vendors shall provide optional line items for professional services, which includes physical deployment, removal of old equipment (shall not include disposal, as we will be keeping the old equipment). The library will consider a trade in value, which shall be identified within the final quoted/RFP solution if offered.
- Vendor shall identify all assumptions, prerequisites, customer responsibilities, and any services excluded from the proposed scope of work.
- Professional services field technicians shall have appropriate certifications and experience in firewall, network security, routing, switching, VPN technologies, and the proposed solution platform. Certifications such as WatchGuard Certified System Professional (WCSP), CCNA, CCNP, CCIE, or equivalent shall be identified within the proposal.
- **Maintenance:** The responder's proposal should include a maintenance program/subscription with an explanation of the maintenance program/subscription, including cost, hardware & software coverage, and support description. We ask that vendors provide a **5-year maintenance agreement/subscription option** on the new proposed equipment warranty and support.

- Proposed solution shall support:
 - Gateway Antivirus
 - IPS/IDS
 - Application Control
 - Web Filtering
 - DNS Security
 - Geolocation Filtering
 - Sandboxing or advanced malware detection
 - Centralized logging and reporting
 - Multi-factor authentication integration
- All hardware specifications identified within this RFP is a minimum. It is expected that all vendors provided hardware components, software, and any ancillary items will meet industry standards and current versions at the time of installation.
- The awarded vendor will be expected to communicate closely with the library's project manager to assist in the successful facilitation and deployment of the vendor's proposed solution and services.
- **Scope of work shall include:**
 - **Discovery, Assessment, and Migration Planning**
 - The vendor shall perform a comprehensive review of the existing WatchGuard M470 configuration and network environment, including:
 - Firewall policies and access rules
 - VLANs and interface assignments
 - Static routes and dynamic routing
 - VPN configurations (site-to-site and remote access)
 - Security services and subscriptions
 - Public IP assignments and NAT rules
 - Logging, reporting, and authentication integrations
 - Deliverables:
 - Current-state assessment
 - Migration plan
 - Risk assessment
 - Rollback plan
 - Downtime estimate
 - **Configuration Migration and Optimization**
 - The vendor shall migrate all applicable configurations from the existing WatchGuard M470 to the proposed firewall platform and make recommendations for improvements based on current best practices. The vendor should not simply copy the configuration. They should identify obsolete rules, unused objects, legacy VPNs, and opportunities to improve security posture.
 - Scope includes:
 - Security policies
 - NAT policies
 - VPN tunnels
 - Network objects
 - VLANs
 - Routing
 - Authentication integrations (Microsoft 365/Entra ID, RADIUS, LDAP, etc.)
 - Security subscriptions and services

- **Installation, Cutover, and Implementation**
 - The vendor shall install and configure the new appliance and perform the production migration.
 - Scope includes:
 - Physical installation
 - Firmware updates
 - Licensing and feature activation
 - Migration of configurations
 - Scheduled cutover
 - Internet connectivity validation
 - VPN validation
 - Public service validation
 - Post-cutover monitoring
- **Testing, Validation, and Documentation**
 - The vendor shall conduct comprehensive testing and provide documentation demonstrating successful migration.
 - At minimum:
 - Internet access testing
 - Remote-access VPN testing
 - Internal routing verification
 - Public-facing service validation
 - Content filtering/security service validation
 - Deliverables:
 - Final configuration backup
 - Network/interface diagram
 - VPN documentation
 - IP addressing documentation
 - Administrator credentials handoff
 - Test results report
- **Knowledge Transfer, Warranty, and Support**
 - The vendor shall provide post-implementation support and administrator knowledge transfer.
 - Scope includes:
 - Configuration review session with library IT staff
 - Administrative training
 - Explanation of changes and new features from the existing M470 environment to the new Firewall
 - Assistance with monitoring and alerting setup
 - Post-cutover support period (typically 30 days)
 - Proposal should clearly identify: (Note that we are only looking for Watchguard Firewall vendor support and no other support options are requested at this time)
 - Manufacturer warranty
 - Security subscription options
 - Support agreement options
 - Escalation procedures
 - Response times
- **Vendors shall separately itemize:**

- Firewall hardware
- Security subscriptions
- Maintenance/support
- Professional services

Bid Evaluations

Although the cost of products/services is a primary concern, the ability to accommodate growth, flexibility, change, and the total cost of operation (TCO) within the district are in many ways more important. **Do not assume the lowest cost bid will be awarded the project.**

To achieve this goal, bids may be evaluated on several factors, such as:

- Prices/charges
- Prior experience
- Understanding of needs
- Financial stability
- Personnel qualifications
- Provide lower long-term cost of ownership
- Ability to upgrade and adapt to technological advances
- Completeness of response and adherence to bid specifications
- Summary of project implementation plan