REQUEST FOR PROPOSAL

FY2027 RFP – Category 2 Services – Hayden Canyon Charter

E-Rate Funding Year 2027

Form #

Hayden Canyon Charter

13590 N Government Way | Hayden, ID 83835

Key Dates

Form 470 and RFP posted	November 12, 2026
Vendor questions deadline	December 1, 2026 4:00 PM PST
Proposal submission deadline	January 4, 2026 3:00 PM PST
Proposal opening / review	January 5, 2026 4:15 PM PST
Anticipated award date	January 21, 2026

Questions

All questions regarding this RFP must be submitted in writing to the contact listed below by the vendor questions deadline. Questions and responses will be made available to all interested providers through the school's designated public link: [Insert link].

RFP Contact: Bridgette Dahlstrom, Board Clerk | bdahlstrom@haydencanyoncharter.org

Site Visit

A site visit is encouraged so interested providers can review the existing network environment, equipment locations, wireless coverage, and installation considerations. To arrange a site visit, contact Bridgette Dahlstrom at bdahlstrom@haydencanyoncharter.org. Any information provided during a site visit that is material to the RFP will be shared with all interested vendors.

Proposal Submission

Proposals must be submitted in a sealed envelope and received by the deadline at the address below. The envelope should be marked: "FY2027 RFP – Firewall and Managed Wi-Fi Services – Hayden Canyon Charter."

Attn: Bridgette Dahlstrom, Board Clerk
Hayden Canyon Charter
13590 N Government Way
Hayden, ID 83835

Proposals must identify the vendor's name and SPIN (if applicable), include a unique proposal identifier, and be signed and dated by an individual authorized to bind the vendor. Vendors may withdraw proposals before the submission deadline. Proposals must remain valid for at least one (1) year from the submission deadline.

Vendors may submit a proposal for either service category or both. The school reserves the right to make separate awards by service category.

Description and Purpose

Hayden Canyon Charter is requesting proposals from qualified providers for (1) firewall equipment and associated security services, using a WatchGuard M470 service or equivalent solution, and (2) managed Wi-Fi services and support for the school's existing wireless network.

The goal is to provide secure, reliable, well-managed network infrastructure that supports the school's educational and administrative operations. Proposals should address the school's current environment while allowing for future growth and changing technology needs.

The awarded provider must be experienced with E-Rate requirements and, when seeking reimbursement for eligible services, must maintain the appropriate E-Rate provider registration and provide information reasonably requested for application review, invoicing, audits, or program compliance.

The school intends to pursue E-Rate funding for eligible Category 2 services. Vendors may also propose related services that are not E-Rate eligible, but those services and costs must be separately identified. Inclusion in this RFP does not mean a service is eligible for E-Rate funding.

Current Technology and Site

Hayden Canyon Charter is located at 13590 N Government Way, Hayden, ID 83835. The school owns its network rack, switches, and installed wireless access points. The existing firewall environment includes a WatchGuard M470 service/appliance. Vendors should verify the current equipment, configuration, licensing status, quantities, and compatibility requirements during the site visit or through written questions.

Vendors must clearly state whether their proposal will use, renew, manage, upgrade, or replace existing equipment. Any assumptions about quantities, models, licenses, access points, switches, cabling, or other infrastructure must be stated in the proposal.

Service Requirements

A. Firewall – WatchGuard M470 Service or Equivalent

The school is seeking a firewall solution that provides capabilities comparable to the existing WatchGuard M470 environment. Vendors may propose WatchGuard services or an equivalent product. If proposing an equivalent, identify the manufacturer and model and explain how the solution meets or exceeds the requested capabilities.

- Firewall appliance, renewal, replacement, licensing, and subscription options, as applicable.
- Network security features, including threat prevention, intrusion detection/prevention, application control, and web/content security features where available and appropriate.
- Ongoing firmware, security signature, and software updates.
- Configuration, installation, migration, and implementation services, with any disruption to school operations coordinated in advance.
- Remote monitoring, management, and maintenance of the firewall.
- Security event monitoring, alerting, and reporting, including notification of significant incidents.
- VPN functionality and secure remote access, if available or required for the proposed solution.
- Technical support, troubleshooting, and assistance with firewall rule, policy, and configuration changes.
- Documentation of the final configuration, licensing, renewal dates, and administrative access arrangements.

Vendors must identify all included security features and any features that require additional licenses or fees. Clearly identify whether the proposed service is hardware purchase, lease, subscription, managed service, or a combination.

B. Managed Wi-Fi Services and Support

The school owns its installed wireless access points and seeks ongoing management, monitoring, maintenance, and support for its wireless network. Vendors should propose services compatible with the existing infrastructure where reasonably possible.

- Centralized administration and monitoring of the school's wireless access points and wireless network.
- Configuration and management of wireless networks/SSIDs, authentication, access controls, and guest access, as applicable.
- Monitoring of wireless availability, performance, capacity, and connectivity.
- Troubleshooting and resolution of wireless connectivity, coverage, interference, and performance issues.
- Routine maintenance, firmware updates, and security updates for supported wireless equipment.
- Configuration changes and assistance with adding, relocating, or replacing access points when requested.
- Identification of coverage gaps, capacity constraints, or equipment nearing end of life, with recommendations for improvement.
- Coordination with the school's internet provider and network/firewall provider when needed to diagnose network issues.
- Regular service reporting, including significant incidents, recurring issues, and recommended corrective actions.

Vendors must identify which existing equipment is supported, any compatibility limitations, and any proposed replacement access points, controllers, switches, licenses, or other equipment. Replacement or additional equipment must be separately itemized and must not be assumed to be authorized by award of a management-services contract.

C. Support, Service Levels, and Coordination

- Describe standard support hours, emergency support availability, and methods for submitting service requests.
- Provide target response and restoration times for critical outages, high-priority issues, and routine requests.
- Describe remote and onsite support availability, including the location from which onsite support would be dispatched and estimated onsite response time.
- Describe monitoring and notification procedures for outages, security events, and planned maintenance.
- Coordinate scheduled maintenance and changes with the school in advance and, when practicable, outside normal school operating hours.
- Identify the escalation process and provide a primary account or technical contact.
- Provide documentation and reasonable knowledge transfer to designated school personnel.

Vendors should distinguish between management and maintenance of eligible network equipment and general IT support. General help desk services, end-user device support, Chromebook/computer troubleshooting, staff technology assistance, and other services not eligible for E-Rate must be separately described and priced, if offered. These services are not being requested as E-Rate-funded services under this RFP.

Proposal Requirements

1. The provider is responsible for understanding and complying with applicable E-Rate rules and requirements for any services proposed as E-Rate eligible.
2. Identify each service, product, equipment item, license, subscription, and associated cost. State the applicable E-Rate category and service type, if known, and explain the basis for any claimed eligibility.
3. Clearly separate eligible and ineligible components and costs. For mixed services, provide a reasonable, documented allocation between eligible and ineligible components.
4. Provide recurring monthly and annual charges, non-recurring charges, equipment costs, installation/configuration charges, licensing/subscription costs, and optional costs separately.
5. Identify contract term, renewal options, price escalators, cancellation terms, and any minimum commitments.
6. Identify all assumptions, exclusions, dependencies, compatibility limitations, and services not included in the proposed price.
7. Describe the implementation schedule, transition plan, and any expected downtime.
8. The school's implementation of any resulting agreement will be subject to a written Notice to Proceed. E-Rate funding notification alone does not constitute authorization to begin work.
9. Do not begin work, ship billable equipment, or incur charges on the school's behalf before receiving written authorization from the school.
10. Any contract for E-Rate-funded services will be subject to applicable E-Rate program requirements and funding approval. The school reserves the right not to proceed if funding or other necessary approvals are not obtained.

Contract Term and Funding Conditions

Vendors should provide pricing for an initial one-year term and, separately, identify pricing and terms for available multi-year options of up to three (3) or five (5) years. Any renewal options, annual increases, and maximum contract duration must be clearly stated. The anticipated service start date is July 1, 2027, or another date specified in the school's written Notice to Proceed.

Any agreement resulting from this RFP for E-Rate-eligible services is contingent upon applicable E-Rate program requirements and funding approval. The school reserves the right, at its discretion and subject to applicable procurement and E-Rate rules, to award either service category independently, award both categories to one provider, reject any or all proposals, or make no award.

If there is a conflict between this RFP and a vendor's proposal, the terms of this RFP will control unless the school expressly agrees otherwise in a written contract. Proposal pricing and terms must remain valid for one (1) year from the proposal deadline.

Grounds for Disqualification

11. Proposal is received after the posted deadline.
12. Proposal fails to address the minimum requirements for the service category for which the vendor is submitting.
13. Proposal does not separately identify E-Rate-eligible and ineligible services and costs.
14. Proposal contains materially incomplete, misleading, or inaccurate information.
15. Vendor fails to respond to a material clarification request within the timeframe established by the school.

Evaluation

Proposals will be evaluated separately for each service category. The school may consider the following criteria and point values:

Evaluation Criteria	Maximum Points
Cost of eligible recurring and non-recurring E-Rate products and services	35
Adherence to RFP requirements and quality of proposed solution	20
Compatibility with existing infrastructure	15
Technical support, response times, and onsite availability	15
Monitoring, reporting, and documentation	5
References and relevant experience	5
Cost of ineligible products and services, if proposed	5
TOTAL	**100**

For each category, the school will evaluate the vendor's ability to meet the stated requirements, the total cost and value of the proposal, compatibility with existing equipment, support capability, experience, and references. Price of eligible products and services will be the most heavily weighted factor in evaluating E-Rate-eligible services.

Vendor Proposal Worksheets

Vendors may format their responses in their own style, provided all requested information is included. The following worksheets identify the minimum information requested.

HAYDEN CANYON CHARTER – RFP WORKSHEET

Page 1 – Vendor Certification and Information

Name of Vendor	
SPIN number (if applicable)	
Street Address	
City, State, ZIP	
Contact Person / Title	
Contact Email	
Contact Phone	
Primary E-Rate / PIA Contact and Phone	
Service category bid (Firewall / Managed Wi-Fi / Both)	

Briefly state your understanding of the work and your commitment to provide the proposed services within the proposed implementation schedule.

_____

_____

_____

Briefly explain why your company is qualified to provide the proposed services to Hayden Canyon Charter.

_____

_____

_____

Provide an affirmative statement that the proposer is independent of Hayden Canyon Charter and disclose any actual or potential conflicts of interest.

_____

_____

The person signing below represents that they are authorized to submit this proposal and bind the vendor to its terms. By submitting a proposal, the vendor acknowledges the requirements of this RFP.

Authorized Signature: _____ Date: _____

Printed Name and Title: _____

HAYDEN CANYON CHARTER – RFP WORKSHEET

Page 2 – Cost Proposal

Name of Vendor: _____ Service Category: _____

Proposed contract term: _____ Pricing valid through: _____

Service / Item	Qty.	E-Rate eligible? (Y/N/Partial)	One-time cost	Monthly cost	Annual cost	Notes / allocation
Firewall hardware / appliance						
Firewall licensing / security subscriptions						
Firewall installation / configuration						
Firewall managed service / monitoring						
Managed Wi-Fi management / monitoring						
Wi-Fi maintenance / firmware support						
Wi-Fi access points / controller / equipment						
Wi-Fi installation / configuration						
General IT support (ineligible)						
Other (identify)						

For any partially eligible service, attach a detailed cost allocation explaining the eligible and ineligible portions. Identify optional services separately. Include all taxes, surcharges, shipping, installation, licensing, renewal, and other charges, as applicable.

Initial term total: _____ Optional renewal pricing: _____

Any annual price increases or escalation terms: _____

HAYDEN CANYON CHARTER – RFP WORKSHEET

Page 3 – Firewall Technical Proposal

Manufacturer and model proposed: _____

Is this a WatchGuard M470 service/solution or an equivalent? ☐ WatchGuard ☐ Equivalent

If equivalent, describe comparable or enhanced capabilities and identify differences:

_____

_____

_____

Does the proposal include firewall hardware or use the school's existing appliance?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are all required security licenses and subscriptions included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are threat prevention and intrusion prevention/detection features included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are application control and web/content security features included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are firmware and security updates included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Is remote monitoring and management included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are security event alerts and reporting included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Is VPN / secure remote access functionality included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are installation, configuration, migration, and testing included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Will the school receive documentation and appropriate administrative access?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are support and troubleshooting included for the full contract term?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Describe monitoring, incident notification, support hours, response targets, and escalation procedures:

_____

_____

_____

_____

HAYDEN CANYON CHARTER – RFP WORKSHEET

Page 4 – Managed Wi-Fi Technical Proposal

Wireless access point manufacturer/model(s) supported: _____

Number of access points included in proposed management (if known): _____

Will you manage and monitor the school's existing wireless access points?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are centralized administration and configuration included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are SSID, guest access, and wireless security configuration included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Is wireless performance, availability, and capacity monitoring included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are troubleshooting of coverage, interference, and connectivity issues included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are firmware and security updates included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are routine configuration changes included?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Will you coordinate with the school's firewall and internet providers as needed?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are regular service reports provided?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are onsite support services available? State location and estimated response time.

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Does the proposal require replacement or additional equipment?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Are equipment, licenses, and installation costs separately itemized?

☐ Yes ☐ No ☐ Additional cost Comments / cost: _____

Identify all existing equipment supported, compatibility limitations, and any equipment proposed for replacement or addition:

_____

_____

_____

_____

HAYDEN CANYON CHARTER – RFP WORKSHEET

Page 5 – Service, Support, and Vendor Experience

Describe standard support hours and emergency/after-hours availability.

_____

_____

What are your target response and restoration times for critical outages?

_____

_____

How are service requests submitted, tracked, and escalated?

_____

_____

What is the process for notifying the school of planned maintenance and service interruptions?

_____

_____

What onsite support is available, where is the technician dispatched from, and what is the estimated onsite response time?

_____

_____

Will the school have access to a service portal, monitoring dashboard, or reports?

_____

_____

Describe your implementation and transition plan, including expected downtime.

_____

_____

Vendor Experience and References

Briefly describe your experience with E-Rate and similar firewall / managed Wi-Fi services for schools.

_____

_____

_____

Provide at least two references for organizations receiving similar services. Include organization, contact name/title, phone, email, and services provided.

Organization	Contact	Phone	Email	Services

Disclose any disciplinary action taken or pending against the vendor during the past five (5) years by state or federal regulatory bodies or professional organizations, including any action related to E-Rate eligibility or funding.

_____

_____

_____

Briefly describe the company's qualifications, size, financial stability, and the location of the office from which services for this project will be provided.

_____

_____

_____