

**Request for Proposal**

**Managed Firewall Services**

**Houston County Public Library System  
Houston County, Georgia**

**E-Rate Funding Year**

**July 1, 2018 through  
June 30, 2019**

## **REQUEST FOR PROPOSAL - Managed Firewall Services Houston County Public Library System**

### **OVERVIEW**

This project is part of a USAC application for federal "E-RATE" funding. All providers wishing to bid must have a valid SPIN number and be in good standing with USAC.

Proposers are expected to assist in the determination of individual component eligibility as outlined in the current USAC *Eligible Services List*. Proposals will be evaluated with price as highest criteria followed by experience with schools, libraries and the E-Rate program.

All work described in this Request For Proposal is contingent upon funding approval.

Houston County Public Library System (HOUPLS) reserves the right to terminate any contract, agreement, or work schedule if FCC / USAC "E-RATE" funding is cancelled, altered, or denied.

HOUPLS invites vendors to submit proposals in accordance with the terms and conditions of this Request for Proposal (RFP). This RFP provides the requirements and evaluative criteria for Internet services and requests a detailed response from all prospective vendors, including pricing and service descriptions, in a specified format.

Our goal is selecting a vendor that can provide Managed Firewall Services compatible with our current firewalls and level of protection that will be state of the art as well as give us the best value for our requirements.

***The work proposed in these specifications are dependent upon receipt of E-Rate Funding for Managed Firewall Services for the E-Rate Funding Year July 1, 2018 through June 30, 2019***

The intent of this bid is to enter into a contract for Managed Firewall Services for a one (1) year period to begin July 1, 2018, and run through June 30, 2019. After June 30, 2019, extensions of the contract could be considered for additional years at the discretion of HOUPLS and the contracted vendor.

### **BACKGROUND INFORMATION**

HOUPLS currently has a Sophos XG Firewall at each of our three (3) Library branches.

**Nola Brantley Memorial Library**

**Centerville Branch Library**

**Perry Branch Library**

## **SERVICES REQUIRED FOR THIS RFP**

Listed in this RFP are components to be used as a guide for your proposals. Proposal must include all Licenses and Managed Firewall Services costs including yearly warranty costs over a period of 1 year.

The intended purpose of Managed Firewall Services is to provide HOUPLS with Network Intrusion Protection/Intrusion Detection and URL Filtering that will provide state-of-the-art network defense.

Managed Firewall Services will provide for firewall configuration, administration, monitoring, report generation if needed, and enhanced support.

Enhanced support will include remote access to the firewall system in order to install patches, bug fixes, and software upgrades as needed.

Managed Firewall Services will support the Sophos XG 310 at each location. This support will include, but not limited to:

Device configuration on an as needed basis, i.e.: add or delete user accounts, modify firewall rules, update network configuration

Update firmware

Level 1 support services for firewall related issues

Ticket escalation to Sophos support as required

License and maintenance fees for current level of protection

Our current level of protection is consistent with features supported by FullGuard and includes the following protections:

### Base Firewall:

- General Management

- Firewall, Networking and Routing

- Base Traffic Shaping and Quotas

- Secure Wireless

- Authentication

- Self-Serve User Portal

- Base VPN Options

### Network Protection - Firewall Protection:

- Intrusion Prevention (IPS)

- ATP and Security Heartbeat™

- Remote Ethernet Device VPN

- Clientless VPN

### Web Protection - Web Filtering:

- Web Protection and Control

Application Protection and Control  
Web and App Traffic Shaping  
Email Protection – Scans emails for malware:  
Email Protection and Control  
Email Quarantine Management  
Email Encryption and DLP  
Webserver Protection:  
Web Application Firewall Protection

### **PROPOSALS FOR SPECIFIC BRANCHES, GROUPS OR SYSTEM WIDE**

All pricing shall be based solely on annual licensing for the services and bandwidth/throughput supplied by the Sophos XG Firewall. Per user or per object pricing for licenses will not be considered.

### **GENERAL CONDITIONS**

This RFP is not a contract offer. Acceptance of a proposal neither commits HOUPLS to award a contract to any vendor, even if all requirements stated in this RFP are not met, nor limits the library's rights to negotiate in the library's best interests. HOUPLS reserves the right to contract with a vendor or vendors for reasons other than just price.

Failure to answer any questions in this RFP may subject the proposal to disqualification. Failure to meet qualifications and requirements will not necessarily subject a proposal to disqualification.

Vendor will provide a single point of contact or NOC for HOUPLS to contact on an as needed basis, either by telephone or by email, during normal business hours.

Troubleshooting service will be provided within four (4) hours of reported problem(s) during normal library hours.

During the contract period, should lower pricing be provided to another client, the lower pricing must also be provided for contracts with HOUPLS.

It is important that the vendor understand that this Managed Firewall Services proposal has been submitted on an E-Rate application which, if approved, will entitle us to approximately 50%-80% discount through the Universal Service Fund. If you are not familiar with this process, please call Dixie Henning @ 478-918-6133.

### **INVOICING**

Vendors submitting responses to this RFP agree to provide discounted billing for services associated with this proposal and seek reimbursement of the discount amount according to the

invoicing/reimbursement guidelines of the Schools and Libraries Division of the Universal Service Fund. Service providers must use SPIN method of invoicing. HOUPLS will pay for the discounted portion of services provided under this proposal. Invoices should be broken down by individual library listing the appropriate discounted charge for each contracted facility. Total costs may be listed minus the applicable discount amount to arrive at the discounted amount for each library in HOUPLS.

### **RIGHT OF REJECTION**

HOUPLS reserves the right to accept or reject any or all responses to this RFP and to enter into discussion and/or negotiations with one or more qualified vendors at the same time, if such actions are in the best interest of HOUPLS. HOUPLS reserves the right to reject any or all proposals or parts thereof, as deemed to be in the best interest of the Library.

### **COST OF PROPOSALS**

Expenses incurred in the preparation of proposals to this RFP are the sole responsibility of the vendor.

### **PROPOSAL DELIVERY**

Proposers requesting a walkthrough of existing library buildings and existing systems shall request via email with subject header "Walkthrough Request – Managed Firewall Services" to [Dixie Henning at dhenning@houpl.org](mailto:dhenning@houpl.org). If multiple walk through requests are received HOUPLS will schedule a set time for the walkthrough for all the vendors to be done at a one-time occurrence.

According to USF Regulations HOUPLS MUST select a vendor, award a contract, AND file a form 471 No Later Than 11:59 PM on the day of the close of the FCC Form 471 application filing window (exact date to be determined by USAC)

NO CONTRACT MAY BE SIGNED PRIOR TO the Allowable Vendor Selection/Contract Date as set by USAC.

Attached to these specifications are two Proposal Forms which must be completely filled out and signed by each bidder and included in their RFP submission

Proposals should be submitted in a sealed envelope addressed to the following by mail, delivery service, or hand delivery, no later than

**5:00 PM EST, Friday, December 29<sup>nd</sup>, 2017.**

Proposals must be received at HOUPLS Main Office located at 1201 Washington Street, Perry, GA by this date and time. No faxed or emailed copies will be accepted.

Send Proposals to:  
**Houston County Public Library System**  
**ATTN: Managed Firewall Services**  
**1201 Washington Street**  
**Perry, GA 31069**

**QUESTIONS**

All questions pertaining to this RFP must be submitted in writing by email to dhenning@houpl.org. **All questions must be submitted by Wednesday, December 13th, 2017 by 5:00PM** and will be answered in the form of an FAQ which will be posted to [http://houpl.org/?page\\_id=2070](http://houpl.org/?page_id=2070) no later than **Thursday, December 21st, 2017 by 5:00PM.**

Bidders are responsible for information, changes, additions, etc., posted on the FAQ on the library website at [http://houpl.org/?page\\_id=2070](http://houpl.org/?page_id=2070). These answers shall then be considered a part of the specifications. No questions will be address via telephone.

**EVALUATION CRITERIA**

HOUPLS will be evaluating and weighing the following criteria when considering the various Internet Access proposals. These standards are listed in descending order of importance.

<b>Evaluation Criteria</b>	<b>Weight</b>
Cost effectiveness of service	50%
Comprehensive implementation designed to minimize disruption of current library Internet activities	25%
Experience and capabilities of account support group	15%
Locality to Houston County Public Libraries	10%
<b>Total</b>	<b>100%</b>

**INSTRUCTIONS TO BIDDERS**

This RFP document and additional pages and/or questions may be viewed, printed, downloaded from the Internet at [http://houpl.org/?page\\_id=2070](http://houpl.org/?page_id=2070).

HOUPLS reserves the right to accept and award a contract and/or contracts based on evaluation of specific criteria found in these specifications and the evaluation criteria displayed above. HOUPLS also reserves the right to reject any or all proposals or any part thereof

Vendors should frequently, during the proposal process, check [http://houpl.org/?page\\_id=2070](http://houpl.org/?page_id=2070) for updated information.

## **QUALIFICATIONS OF BIDDERS**

HOUPLS may make such investigation as they deem necessary to determine the ability of bidder to perform the work. HOUPLS reserves the right to reject any proposal if investigation of such bidder fails to satisfy HOUPLS that such bidder is properly qualified to carry out the obligations of the contract, and to complete the work contemplated therein.

Bidders may be required to submit the names and addresses of the officers or principals of the Corporation, firm or partnership submitting a proposal. Failure to comply could result in the rejection of such proposal as non-responsive.

All bidders must be prepared to present suitable evidence of their financial standing.

Vendor must use the SPIN method of invoicing [Service Provider Identification Number].

No verbal instructions or information to bidders will be binding.

The submission of a proposal will be considered as conclusive evidence of complete examination by a bidder of all instructions, specifications, and addenda.

## **FORM OF CONTRACT**

The successful bidder will be required to execute a written contract with HOUPLS within twenty (20) business days after acceptance of proposal or proposals. It is expressly understood and agreed by the bidders that the contractual obligations of HOUPLS to the bidders are effective only 1) after the execution of a contract or contracts signed by all parties and 2) E-Rate funding is secured from the School and Libraries Division of the Universal Service Fund.

Contractors must include Contractor E-Verify Affidavit as part of their submittal package.

## **SPECIFICATIONS**

These specifications are intended to cover all work that may be required or necessary for the complete performance of the contract, and the bidder will be required to do all things that may be necessary to fully complete the work within the purview of these specifications.

Services to be furnished shall meet with the approval of the Head of Information Technology Services or designated representative.

## **ADDITIONS OR DEDUCTIONS**

HOUPLS shall have the right, without invalidating this RFP or any and/or all contracts, to make additions to or deductions from the work covered by these specifications, and in case such

deductions or additions are made, an equitable adjustment of the addition to or deduction in cost shall be made between HOUPLS and the bidder, as shown in a written amendment to the contract.

### **PROTECTION BY BIDDER**

All bidders agree to indemnify and hold harmless HOUPLS and their representatives from all suits or actions of every nature and description brought against them or any of them, on account of the use of patented or copyrighted appliances, materials, products or processes, and from all legal expenses and costs of suits regarding the same.

Bidders shall obey all Federal, State, County, and City laws or ordinances in any way pertaining to the work, and shall obtain all permits that may be necessary for its performance if required.

(a) That in the hiring of employees for the performance of such contract, no bidder, sub-contractor, nor any person acting on behalf of such bidder or sub-contractor shall by reason of race, creed or color discriminate against any citizen of the United States who is qualified and able to perform the work to which the employment relates; (b) Nor shall they in any manner discriminate against or intimidate any employees hired for the performance of the work on account of race, creed or color. House Bill 87, Section 3, E-verify Form.

All bidders shall not assign, transfer, convey, sublet or otherwise dispose of the contract or any part thereof to anyone without the written consent of HOUPLS.

### **RESERVATIONS**

HOUPLS reserves the right to reject any or all proposals and also reserves the right to waive any informality in the proposals received.

Any bidder who has demonstrated poor performance during either a current or previous agreement with HOUPLS may be considered as an unqualified source and their proposal may be rejected. HOUPLS reserves the right to exercise this option as is deemed proper and/or necessary.

### **EXEMPTION FROM GEORGIA SALES TAXES**

HOUPLS is exempt from Georgia State Sales Tax. Net prices as shown in the proposal shall exclude said State tax amounts. Following a contract award, an exemption certificate will be furnished by HOUPLS.

### **E-VERIFY COMPLIANCE**

The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contracts (contracts with a government agency) for the physical performance of services over \$2,499.99 in value to enroll in E-Verify, regardless of the number of employees. A contractor or



sub-contractor may be exempt from this requirement if the contractor or sub-contractor has no employees and does not hire nor intend to hire employees for the purpose of completing any part of the public contract.

For a public contract, contractors must sign the Contractor E-Verify Affidavit, all subcontractors must sign the Subcontractor E-Verify Affidavit and all Sub-subcontractors must sign the Sub-Subcontractor Affidavit. The government agency is required to ensure that the Contractor E-Verify Affidavit is part of the contract; however, the contractor is responsible for all subcontractor affidavits and the subcontractors are responsible for the sub-subcontractors affidavits.

For contractor's not familiar with Georgia's E-Verify laws, more information can be found at <https://www.verify9.com/state-laws/georgia-e-verify/>

**PROPOSAL FORM - STATEMENT OF VENDOR'S QUALIFICATION**

To accompany proposals submitted for Internet Access for HOUPLS.

Name of Vendor's Firm: \_\_\_\_\_

Name of Company Representative: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

When Organized? \_\_\_\_\_

Where Organized? \_\_\_\_\_

Partnership \_\_\_\_\_ Corporation \_\_\_\_\_

Vendor must provide a Service Provider Information Number assigned by the Schools and Libraries Division (SLD):

SPIN Number: \_\_\_\_\_

How many years have you been engaged in this business under the present firm name?

\_\_\_\_\_

Please attach to this statement at least three references, including: (name, address, title, phone number and brief description of work performed, including dates of work).

Date: \_\_\_\_\_

Firm Name: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date \_\_\_\_\_

TO: Houston County Public Library System

This proposal is submitted in accordance with your RFP inviting proposals to be received for the project identified as "Internet Access." Having carefully examined the RFP, all instructions, specifications, all addenda and/or FAQs, and being familiar with the various conditions affecting the work, the undersigned, hereby agrees to furnish all material, perform all labor, and do all else necessary to complete the work in strict accordance with the specifications for price as contained herein.

In the event this proposal is accepted the undersigned is hereby bound to commence and complete all of the work included under this contract in such time and such manner as designated for the various items the bidder has contracted to supply or perform.

In submitting this proposal, it is understood that the unrestricted right is reserved by HOUPLS in making the award to reject any and all proposals or parts thereof, or to waive any informalities or technicalities in said proposals.

The undersigned hereby certifies that this proposal is genuine and made in the interest or in behalf of any person, firm or corporation not herein named; that the undersigned has not directly or indirectly induced or solicited any bidder to refrain from submitting proposals, and that the undersigned has not, in any manner, sought by collusion to secure for himself an advantage over any other bidder.

**TOTAL AMOUNT PROPOSAL OPTION:**

Bidder **MUST** provide Federal EIN or SSN: \_\_\_\_\_

and E-Rate SPIN: \_\_\_\_\_

\_\_\_\_\_  
(Print Name)

**Proposal must be signed for Consideration:**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of \_\_\_\_\_  
\_\_\_\_\_ (name of employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-9 I (b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Contractor

\_\_\_\_\_  
Name of Project

\_\_\_\_\_  
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

\_\_\_\_\_  
Executed on \_\_\_\_\_, 20\_\_\_\_, in \_\_\_\_\_ (city), \_\_\_\_\_ (state)

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_ DAY OF \_\_\_\_\_, 20 \_\_\_\_

\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires: \_\_\_\_\_