

# CAPITAL AREA DISTRICT LIBRARY

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401 S. CAPITAL AVE., LANSING, MI 48933  
(517) 367 – 6300

## Request for Proposals: Firewall Refresh and Managed Security Services

### 1 INTRODUCTION

#### 1.1 Objective

The Capital Area District Library (hereinafter referred to as CADL) was selected to participate in the Federal Communications Commission's (FCC) Schools and Libraries Cybersecurity Pilot Program (Pilot Program). The procurement described in this RFP is part of that program and must be conducted per its rules and guidelines. More information about the program and how CADL and prospective service providers participate is available here: <https://www.usac.org/e-rate/cybersecurity-pilot-program/>

CADL has 13 locations connected by a gigabit fiber WAN and provides a wide range of network services to both the public and our staff. Our enterprise firewall inspects and protects all WAN and Internet traffic. Our small IT staff depends on managed services for monitoring and support of this crucial piece of infrastructure.

CADL requests proposals from qualified security firms to partner with us to refresh our firewall and provide managed security services for a period of 3 years. We currently use Check Point Gaia R81.20 on a Quantum 6200 Plus security gateway with virtualized Check Point Security Management Server management and are looking to move to the latest Check Point platform or equivalent on a more capable and resilient hardware configuration. Our current managed security services provider (MSSP) works in close communication with our Systems Administrator to manage all aspects of the firewall as well as monitor and collaboratively mitigate threat alerts from several systems.

Responders need to

1. Submit an [Intent to Bid form](https://forms.microsoft.com/r/3F07sP66Au) (<https://forms.microsoft.com/r/3F07sP66Au>). CADL will provide the technical appendix to firms that complete this form.
2. As needed, engage in the question-and-answer process described in this RFP.
3. Submit a proposal by the deadline with one or more alternatives that include the requirements listed in section 3.

## 1.2 Schedule

Monday, June 9, 2025	Release of RFP
Monday, June 9, 2025 – Monday, July 7, 2025	Submit Intention to Bid form
Wednesday, June 18, 2025	Submit any questions for clarification by 4 PM Eastern Time.
Monday, June 23, 2025	All questions, answers and clarifications provided to those who submitted an Intention to Bid.
Wednesday, July 9, 2025	Proposals must be received by 4 PM Eastern Time
July 23, 2025 or August 20, 2025	Board Meeting and RFP award. Exact date depends on length of time needed for evaluation.
September 15, 2025	Deadline to complete contracts and submit Pilot Program funding forms
October 1, 2025	Anticipated start date

## 1.3 Intention to Bid

Please complete the [Intent to Bid form](https://forms.microsoft.com/r/3F07sP66Au) (<https://forms.microsoft.com/r/3F07sP66Au>) by June 18, 2025. Because of the potentially sensitive nature of questions and answers related to network security, questions and answers will be distributed only to those who submit an Intention to Bid form.

## 1.4 CADL Contact & Questions

Questions related to this RFP must be submitted in writing to Sophie Steiner, Systems Administrator at [steiners@cadl.org](mailto:steiners@cadl.org). **Questions must be submitted by Wednesday, June 18, 2025 at 4 PM Eastern Time.** All questions and answers will be provided on or before Monday, June 23, 2025 at 4:00 PM Eastern Time to those who have submitted an Intention to Bid form.

Questions submitted after Wednesday, June 18, 2025 will not be answered. However, those who submit an Intention to Bid form any time during the posted window can receive the compilation of questions and answers.

## 2 SCOPE OF WORK

### 2.1 Firewall Refresh

CADL desires to refresh our current security hardware with the addition of a new primary gateway with increased bandwidth capacity. Our existing Checkpoint 6000-series firewall does not have a 10Gb SFP+ port to handle our full Internet bandwidth availability and, while fully functional, is aging. CADL also wishes to renew support for the existing management server and software as well as licensing for existing blades on our current Checkpoint gateway.

#### 2.1.1 Design Review and Proposal

- Analyze CADL's current architecture
  - CADL has 13 fiber-connected library branches with centralized WAN and Internet routing conducted by the primary gateway in CADL's data center.
  - Further details about our network and security architecture are in an appendix that will be sent to vendors who submit an Intent to Bid.
- Propose solution(s)
  - Propose hardware solution
    - Firewall and management on separate hardware.
    - Ability to configure and run the new primary gateway in line with existing Checkpoint gateway for load-sharing and resilience
    - Necessary functionality – Stateful inspection firewall
      - Management, Monitoring, Reporting, Bandwidth throttling (QoS), URL Filtering, Anti-Bot, Anti-Virus, Identity Awareness, Intrusion Prevention System (IPS), Remote access (Secure Client), VPN/remote access
    - Potential functionality – Threat Emulation, Sandboxing
  - Include renewal of current blades on existing Checkpoint 6200.
  - Include renewal of support for the firewall hardware and management server.
  - Seeking 3 years of licensing and support. Please quote all options and terms.

#### 2.1.2 Integration Services

We envision the following needs from our vendor to implement the solution while working with the CADL System Administrator:

- Implement or port base configuration to new hardware based on existing configuration

- Implement or port base security policy based on CADL's existing rulebase
- Ship or deliver any hardware or related material to CADL
- Provide scheduled phone support with project engineer for configuring the new hardware to run in line with existing gateway

### **2.1.3 Training**

If the proposed solution is any platform other than Check Point, the proposal should include training for one CADL staff member on the basics of using the management interface to create and maintain rules and policies as well as configure, manage, and troubleshoot the functionality specified. In-person or online training is acceptable. The cost of the time required for the CADL network administrator to complete the training will be factored into the overall bid evaluation.

### **2.1.4 Maintenance, Support, and Warranty**

CADL desires the provision of support and maintenance of our firewall as part of a Managed Security Services contract, preferably from the equipment reseller (see section 2.2 Managed Security Services for scope and terms). As part of the equipment quote, please include any required charges for manufacturer support, software maintenance, and hardware warranty needed to fully support the new and existing gateway devices and management server in your proposed configuration alternatives. CADL desires a 3-year term. For each device in your proposal, clearly describe and delineate charges, their function, and which devices they cover.

Note: Pilot Program eligibility rules say a manufacturer's multi-year warranty for a period up to three years that is provided as an integral part of an eligible component, without a separately identifiable cost, may be included in the cost of the component. Therefore, please clearly explain hardware warranty terms and costs for a 3-year term.

## **2.2 Managed Security Services**

CADL desires managed security services as part of this RFP. Our incumbent managed security services provider (MSSP) triages and responds to security events detected in CADL's firewall, endpoint detection and response platform, and email security solution. CADL's agreement with the MSSP covers the triage and initial investigation of up to 2 events per hour during peak shifts and 1 event per hour during off hours. Events include but are not limited to repeated connections from suspicious IPs, email phishing reports, and hardware alerts from the firewall.

Further services include the application of hotfixes and patches to our Checkpoint gateway, weekly proactive backups of the firewall environment, up/down monitoring of the firewall, and vendor escalation management for break/fix hardware issues.

The MSSP also provides support for firewall configuration changes, including interface changes, port bonding, security rules, and other minor Q&A regarding the management, maintenance, and repair of the firewall. CADL can submit tickets via email or over the phone via a designated hotline, and tickets can be escalated 24/7 in the event of a serious problem.

### 2.2.1 Proposal Requirements

Include the following in your proposal for providing managed security services:

- Service Level Agreement
- 24x7 monitoring for security events that meets or exceeds current monitoring and response levels described above
- E-mail support and/or web-based support system
- Troubleshoot configuration, traffic flow and hardware problems
- Apply minor version upgrades/patches/hot fixes during off hours
- Minor Q&A for future changes to CADL's architecture
- Option for onsite emergency support at a fixed cost per hour or per incident
- Option for emergency 24-hour support at a fixed cost per call/hour outside of normal contract hours
- Perform regular firewall configuration/ruleset backups and store securely offsite
- Managing Check Point software subscription renewals
- 24/7 monitoring with SMS and email alerts for down status

## 3 PROPOSAL, PRICING, SUBMISSION & CONTRACTUAL INFORMATION

### 3.1 Cover letter

A cover letter with the following information is required:

- The company name, address and telephone and fax numbers of the corporate headquarters and local office, if applicable, of the firm submitting the proposal.
- A brief profile of your firm, how long it has been in business, and the range of services it offers.
- The name(s), phone number(s), email address(es) of the person or persons who will serve as the firm's principal contact with CADL and be authorized to make representations on behalf of the bidding firm
- A statement concerning your familiarity with and willingness to participate in the E-rate Program. Include your SPIN if you have one.
- A statement that you have read, understand, and can comply with the contractual requirements in sections 3.9 and 3.10 below.  
Signature of the person having the proper authority to make the proposal for the firm.

## 3.2 Proposal

### 3.2.1 Description and Pricing

Include a proposal that addresses each aspect of the Scope of Work. You may propose and price multiple alternatives. If proposing alternatives, please clearly delineate them. For various activities, please be sure to identify:

- Actions you will perform
- Actions and deliverables you expect from CADL that will facilitate your work
- The number of billable hours required for that activity
- Specific models or names of proposed products. Include specifications and describe included warranties.
- Firm, itemized prices for each component and service proposed. CADL must be able to determine the eligibility of all components and services for support from the Pilot Program and the costs associated with each.

Also include any other fees you might charge, such as travel. Explain how you would price mutually agreed upon changes to the plan of work should they be indicated. Describe your desired payment schedule.

Please see Tax Exemption and Special Considerations below for more pricing information.

### 3.2.2 Team Credentials

Names and qualifications of team members who would work on this project. Indicate the role each would play.

### 3.2.3 Security Expertise

A statement describing which security services and products your firm has competency developing, deploying, and supporting.

### 3.2.4 Process and Collaboration

A statement describing your typical project process and the collaboration tools you use with clients.

### 3.2.5 References

Three references who can speak to your firm's expertise, timeliness, professionalism and project management success. Provide contact information and a brief description of the project you delivered for them. Schools and/or libraries with multiple locations are preferred.

### 3.2.6 Terms and Conditions

Describe any terms and conditions you would require. A copy of your standard agreement or contract is welcome.

## 3.3 Submission of Proposal

All proposals must be submitted in writing by mail, email attachment, or personal delivery. Offers communicated by telephone or fax will neither be accepted nor considered.

Bid proposal documents shall be submitted in a sealed, opaque envelope or as digital files attached to email. It must be clearly labeled as: **RFP Response – Firewall Refresh and Managed Security Services** on the envelope or in the subject line. The bidder's company name and address must be printed on the envelope or in the body of the email to which the proposal is attached. Proposals that are not submitted in one of these ways will not be considered.

The proposals must be received by CADL no later than **4:00 p.m., Eastern Time, on July 9, 2025**. Proposals will be accepted at the locations listed below. below.

**Email to:**

Sophie Steiner  
[steiners@cadl.org](mailto:steiners@cadl.org)

Receipt will be acknowledged  
by return email

**Mail to or drop off in person at:**

Capital Area District Library  
Attn: Sophie Steiner  
Administrative Offices, 3rd Floor  
401 S. Capital Ave  
Lansing, MI 48933

### 3.4 Delivery of Products

- Equipment is to be delivered during business hours (8:00 am – 5:00 pm)
- Capital Area District Libraries  
401 S. Capitol Ave.  
Lansing, MI, 48933

The title and risk of loss of goods shall not pass to CADL until CADL receives and takes possession of the goods at the point or points of delivery. The terms of this agreement are "no arrival, no sale".

### 3.5 Tax Exemption

The Capital Area District Libraries is a local taxing authority of the State of Michigan and is exempt from Michigan Retail Sales and Use Taxes and Federal Manufacturer's Excise Tax. The price quotations will therefore exclude taxes. CADL shall furnish a tax exemption certificate, if required.

### 3.6 Special Considerations

If any cost savings can be applied against prices shown in the Proposal, to the benefit of CADL, by handling payments in a special way or within a specific time interval, the Bidder is requested to state any such advantage in a separate cover letter attached to the Proposal. As a local government taxing authority, CADL is eligible for government pricing. As a public library, CADL is often considered by vendors to qualify for educational pricing. CADL also is qualified to participate in various cooperative purchasing programs, including the MiDeal program of the State of Michigan, the Regional Educational Media Center (REMC) Association of Michigan's REMC SAVE contracts, PEPPM National Cooperative Contracts, and Midwestern Higher Education Compact (MHEC).

### 3.7 Proprietary Information

After the contract is awarded, all proposals will be open for public inspection, to the extent permitted by law. By submitting a proposal, the winning vendor acknowledges that all

information required for Pilot Program applications will be publicly available to the extent designed and required by the federal Pilot Program, regardless of proprietary designations. If a Bidder does not desire proprietary information in the proposal to be disclosed, they are required to identify all proprietary information in the proposal and supply the reason(s) for such designation. The identification will be done by: (a) individually marking each page with the words "Proprietary Information" on which such proprietary information is found or (b) segregating all information designated as proprietary into a separate section or document. The entire document may not fall within the confines of proprietary information. CADL's preference is for the Bidder to segregate all information designated as proprietary into one separate section/document for easier removal. If the Bidder fails to identify proprietary information, it agrees that by submission of its proposal that all sections shall be deemed non-proprietary and made available upon public request.

### **3.8 Withdrawal of Proposal**

A Bidder's proposal may be withdrawn by a duly authorized representative of the Bidder at any time prior to the proposal submission deadline, upon presentation of acceptable identification that s/he is a representative of such Bidder.

### **3.9 Contract Incorporation**

Bidders should be aware that the contents of the successful proposal will become a part of the subsequent contractual documents. Failure of a Bidder to accept this obligation may result in the cancellation of any award. Any damages occurring to CADL as a result of the Bidder's failure to contract may be recovered from the Bidder.

### **3.10 Other Contractual Considerations**

#### **3.10.1 Compliance with Laws and Regulations**

The Vendor shall comply with applicable Federal, state, and local laws, rules and regulations. Specific to the Pilot Program, by submitting a bid on the requested services herein, the vendor certifies that its proposed prices are consistent with the FCC's [Lowest Corresponding Price](#) ("LCP") requirements and that its equipment and services are compliant with the Secure and Trusted Communications Networks Act of 2019, Pub. L. No. 116-124, 134 Stat. 158 (2020) (codified as amended at 47 U.S.C. §§ 1601–1609) (Secure Networks Act) or the FCC's rules, including Commission rules 54.9 and 54.10, that implement the Secure Networks Act.

The Vendor shall give required notices, shall procure necessary governmental licenses, permits, and inspections, and shall pay without burden to CADL all fees and charges in connection with this project. In the event of violation, the Vendor shall pay all fines and penalties, including attorney's fees, and other defense costs and expenses.

#### **3.10.2 Safety**

As applicable and relevant herein, the Vendor shall take necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall at all times comply with the regulations set forth by Federal, state, and local laws, rules and regulations and all applicable state labor laws, regulations and standards.



### **3.10.3 Indemnification**

As applicable and relevant herein, the Vendor shall indemnify and hold harmless CADL, its agents and their employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequences of any negligence (excluding negligence by CADL, its agents or their employees) in connection with the same; or by use of any improper materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants, or their employees.

The Vendor further agrees to indemnify and hold harmless CADL, its agents or their employees, against claims or liability arising from or based upon the violation of any Federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or their employees.

### **3.10.4 Liability and Insurance**

As applicable and relevant herein, the Vendor shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance. The Vendor shall provide and maintain in force during the life of this Contract the following insurance coverage:

- General Liability Insurance of at least \$500,000 per occurrence and \$1,000,000 for all occurrences.
- Professional Liability Insurance (also known as "errors and omissions" coverage) of at least \$100,000 per occurrence.
- Worker's Compensation and Employer's Liability Insurance with minimum limits as required by the State of Michigan but in no case less than \$100,000.

Should there be a need for on-site Vendor personnel or representatives to conduct work related functions at or on CADL premises (all inclusive), and as applicable and relevant herein, the Vendor shall furnish to CADL a Certificate of Insurance which specifically names CADL as a named insured under the policy.

### **3.10.5 Special Conditions**

This procurement is being conducted as part of the FCC Schools and Libraries Cybersecurity Pilot Program as administered by USAC. The existence of the program and our ability to access this funding is not guaranteed. CADL will make every effort to observe all rules and deadlines and we require the successful bidder to do so as well. In the event of program discontinuation or failure to obtain approval for project funding, adjustments to plans may be necessary. Final contracts for services will contain clauses that address that possibility.

No smoking is permitted in any of the Capital Area District Libraries. The Vendor will be required to work around all of the conditions listed above as well as working with the CADL staff to minimize disruptions to normal library activities.

### **3.10.6 Choice of Law**

This agreement shall be governed by and interpreted exclusively in accordance with the laws of the State of Michigan. The parties hereto irrevocably agree that any legal action or proceeding with respect to this Agreement shall be brought in the courts of the State of Michigan in the County of Ingham or of the US District Court - Western Michigan. By the

execution and delivery of this Agreement, the parties hereto irrevocably submit to the jurisdiction and venue of such courts.

## **4 SELECTION PROCEDURES**

All proposals shall be evaluated by CADL in accordance with the criteria and procedures identified herein.

### **4.1 Further Negotiation**

CADL reserves the right in its sole discretion to make a selection on the proposal or to further negotiate with one or more of the respondents without limiting any of its rights described in any section of the RFP.

### **4.2 Clarification**

CADL may at its discretion and at no fee to CADL, invite any Vendor to a meeting during response evaluation for the purpose of clarifying statements in the response.

### **4.3 Award Without Further Discussion**

CADL reserves the right to award work without further discussion. Therefore, responses should be submitted initially with the most favorable terms that the Vendor can propose.

### **4.4 Right to Accept or Reject All or Part**

CADL also reserves the right to waive formalities and to accept or reject any and all or part of any and all proposals.

### **4.5 Price is Not Sole Factor**

Although price is of prime consideration, it is not the sole determining factor. CADL reserves the right to award the contract to the most responsible bidder or the bidder offering the best value, not necessarily the lowest price.

### **4.6 Criteria**

The determination of the most qualified and most competitively priced proposal may involve all or some of the following factors: price, thoroughness of the proposal package, conformity to specifications, terms of payment, terms of delivery, other costs, and other objective and accountable factors which are reasonable.

## **5 PROPOSAL TERMS AND CONDITIONS**

### **5.1 No Financial Obligations**

This RFP is only an invitation to submit proposals and does not commit CADL in any way to enter into contract agreement. In addition, the issuance of the RFP does not obligate CADL to pay any costs whatsoever incurred by a respondent in connection with this RFP, including without limitation (a) the preparation and presentation of a proposal, (b) any supplements or modification of the RFP or (c) negotiations with CADL or any other party arising out of or relating to the RFP or subject matter of the RFP.

## 5.2 Amendments to RFP Process

CADL expressly reserves the right at any time, from time to time or its own convenience, in CADL's sole discretion, to do any or all of the following:

- a. Waive or correct any immaterial defect or technical error in any response, proposal, or proposal procedure, as part of the RFP or any subsequent negotiation process.
- b. Reject any and all proposals, without indicating any reason for such rejection.
- c. Request that certain or all responders to the RFP supplement or modify all or certain aspects of the information or proposals submitted.
- d. Reissue a Request for Proposals.
- e. Procure service by any other means.
- f. Modify the selection procedure, the scope of the proposed project or the required responses.
- g. Extend deadlines for accepting responses, request amendments to responses after expiration of deadlines, or negotiated final agreement, and
- h. Negotiate with any, all or none of the respondents to the RFP.

## 5.3 No Kickbacks or Bribes

By submitting a proposal, the respondent certifies to CADL that the respondent has not paid nor agreed to pay and will not pay any fee or commission, or any other thing of value contingent on the award contract to any CADL employee or official, or to any contracting consultant hired by CADL for purposes of the project.

## 5.4 Board Approval

The Contract agreement will require the approval of the Library Board in their sole and absolute discretion. As part of the approval process, the successful respondent may be required, at its sole expense, to prepare and provide documents or exhibits and make presentations associated with the contract as required by such bodies prior to the execution of the contract.

## 5.5 Firm Offer

All aspects of a proposal must be firm through September 2025.