



West Ada

SCHOOL DISTRICT

Attachment A: Project-Specific Questions

1. Describe how your proposal meets the designs goals and specifications described in Sections 2.4-2.7 of this Request for Proposal.
2. Provide a diagram of the internal network and how it connects with the firewall.
3. Provide a list of bandwidth options.
4. Provide a complete list of all equipment provided by make, model, and SKU.
5. Describe the customer interface, with screenshots, if applicable.
6. Describe monitoring tools.
7. Provide a summary of the process that would be used to cut over from the District's existing firewall to the next generation firewall.
8. Provide estimated time for the transition process in moving the district to the proposed solution.
9. Provide an estimate of Network downtime incurred by this process.
10. Provide the procedures for providing status information and problem resolution time frames to the customer.
11. Provide escalation procedures for trouble tickets.
12. Provide an escalation list for the account team with names, telephone numbers, and email addresses.