

September 26, 2012



REQUEST FOR PROPOSAL

Wireless Networking
System
RFP CML #12-025

Columbus Metropolitan
Library

Issued by:

Procurement Division
96 S. Grant Ave
Columbus, OH 43215

Deadline for Submittal:

October 26, 2012
No later than noon EST



Wanda Dixon, Procurement Administrator
 Procurement Division, Financial Services Department
 Telephone: (614) 849-1034; FAX: (614) 849-1134
wdixon@columbuslibrary.org

REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library is seeking sealed, signed, written qualifications and proposals for a **Wireless Network System** and all required hardware, software, and training according to the requirements described in the Scope and other documents included with this Request for Proposal (RFP). The Proposal Identification Number is **CML #12-025**.

Sealed Proposals will be received at the Security Desk, First Floor, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 **no later than 12:00 NOON EST on October 26, 2012**. Any Proposals arriving after 12:00 NOON EST will be marked late and will not be considered for selection to provide the specified equipment, supplies and/or services.

Any questions or clarifications regarding this RFP should be sent to purchasing@columbuslibrary.org. All questions should be submitted no later than October 10, 2012.

The Offeror declares to have read and understood and agrees to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract for which it is selected to provide the specified equipment, supplies and/or services at the prices proposed.

The Offeror certifies, by signature affixed to this Request for Proposal Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing proposal (Please print or type)	Title	
Offeror Name		
Mailing address		
City	State	ZIP
Telephone	Toll Free Telephone	
Contact Person	Fax Number	
E Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL. PROPOSALS SUBMITTED WITH UNSIGNED FORMS WILL NOT BE CONSIDERED

PURPOSE:

This is a Request for Proposal (RFP) to solicit sealed proposals for state of the art 802.11 wireless network equipment which will replace the Library's existing system, which is Blue Socket. This RFP provides the details regarding the requirements to submit a Proposal, details of the product minimum requirements, and how the Library will evaluate the proposals. Please note this RFP is for product and product maintenance only as the Library IT staff will implement the equipment. If a suitable offer is made in response to the RFP, the Library may enter into a contract to have the selected vendor provide equipment for all or part of the project.

INTRODUCTION:

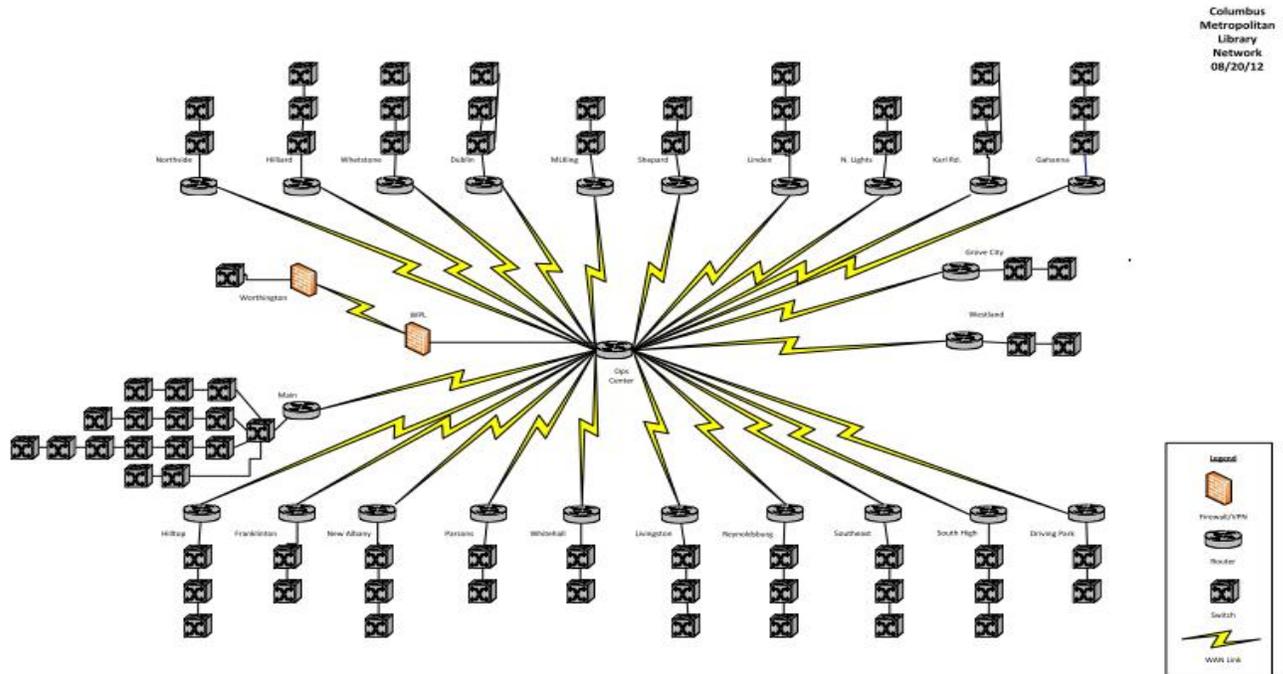
The Columbus Metropolitan Library (The Library) is a county district library established in accordance with § 3375.20 of the Ohio Revised code. The Library, which is a separate legal entity, is financially, managerially and operationally independent from both Franklin County and the City of Columbus. The Library is a fully funded political subdivision and receives the majority of its funding from the State of Ohio and locally voted property taxes.

The Library consists of a Main Library located in downtown Columbus (where the Library administrative offices are located) and 20 branch libraries throughout Franklin County. Additionally, the Library has an Operations Center located in Gahanna, Ohio that houses our Information Technology, Property Management, Digital Services, Outreach, and Technical Services Departments.

The Library also services the two locations of the Southwest Public Library System, located in Franklin County.

Funding for this project will be through the E-rate program. **See Exhibit A for E-rate requirements beginning on page 12.**

CML Network Topology:



PROJECT OBJECTIVE:

The new Enterprise wide 802.11 wireless network is a key component as Columbus Metropolitan Library executes on its vision of the Library of the future. The new network must be able to support the existing applications while positioning the Library for supporting new applications and client side growth. Specifically, the selected solution must support voice, high density, and high bandwidth requirements while being easy to manage.

The specific goals of this project include:

- Provide a state of the art 802.11n system capable of supporting legacy a, b, g client devices.
- Accommodate a high density of client devices in select areas.
- High performance for patron and employee mobile devices
- Seamless integration with existing wired infrastructure
- Deploy a self-healing, self-optimizing wireless network

TECHNICAL REQUIREMENTS:

Following are the *minimum acceptable* requirements for the new system.

Access Points

- Controller Based WLAN architecture
- 802.11n with backward compatibility
- Dual radio: 2.4Ghz and 5 GHz support
- Internal and external antenna options where applicable
- 3x3 MIMO or better
- Supports standard 802.3AF power

Controller

- WLAN Controller based architecture is preferred.
- Minimum support of 500 APs
- Minimum support of 2000 simultaneous users
- Appropriate number of software licenses

Network Management

- Provide Centralized Management platform.
- Provide alerting capability for notifying Library IT of problems

Other Requirements

- The network should support user roaming across layer 3 subnets without dropping data packets and requiring user re-authentication.
- The network should support 802.11i security specifications.

Specific Configuration to include in your bill of materials and in your quote.

- 200 Access Points Configuration
 - Antennas (internal)
 - The Library
 - The correct number of Controllers based on your architecture
 - Optional Redundant Controller
 - All Software licenses to support this configuration
 - List optional software licenses for value add features
 - Network Management Solution
- Optional 250 Access Point Configuration
 - Antennas (internal)
 - The Library
 - The correct number of Controllers based on your architecture
 - Optional Redundant Controller (assuming redundancy)
 - All Software licenses to support this configuration
 - List optional software licenses for value add features
 - Network Management Solution

RFP RESPONSE QUESTIONS:

Qualified vendors are required to respond to the following technical and organizational questions along with providing a pricing spreadsheet.

1. Vendor Information.
 - a. Year Incorporated
 - b. Location of Headquarters
 - c. Private or Public?
 - i. If Private, provide information on funding such as names of venture capital organization or other information regarding the source of funding.
 - d. Annual Revenues
 - e. Number of Employees
 - f. Sales Model: (Selling Directly or through a Partner?)
2. Wireless Solution Architecture
 - a. Provide a brief overview of the solutions architecture and components.
 - i. Provide a description of your complete line of Access Points.
 - b. Describe how traffic flow is handled and the flexibility of the system to designate the actual flow.
 - i. Does all traffic need to route to the central controller or can it be switched locally based on the type of application traffic.
 - ii. Explain how the traffic flow is managed, prioritized, and accommodates quality of service.
 - c. Describe how your solution supports high density situations.
 - i. What is the maximum number of simultaneously connected clients with each client consuming 1 Mbps Goodput
 1. Using 802.11g/n:
 - a. 802.11b not supported, 20MHz channel width only
 2. Using 802.11a/n:
 - a. 1 spatial stream, supporting long or short GI
 - b. 2 spatial stream, supporting long or short GI
 - c. 3 spatial stream, supporting long or short GI
 - ii. What is the total available bandwidth of the proposed solution for each of the scenarios above?
 - iii. What techniques are used to reduce channel utilization and management traffic congestion in areas of high client density?
 - d. Describe how your solution supports voice roaming.
 - e. Describe how streaming video is handled.
 - f. Describe the scalability of your proposed solution.
 - i. What is the maximum number of actively associated clients?
 1. Per radio interface
 2. Per access point
 3. Per controller
 - ii. What is the total available throughput?
 1. Per radio interface
 2. Per access point
 3. Per controller
 - iii. How does the proposed solution scale to support or incorporate 802.11ac capability?

- g. RF Management Capabilities
 - i. Explain the options of channel assignments.
 - ii. Explain how your system monitors and addresses interference issues.
 - iii. Describe the features of your system which provides improved connection and performance to clients devices.
 - h. Roaming
 - i. How does the solution support roaming between APs or between WLAN controller when the APs or controllers reside on different subnets?
 - ii. Can users maintain the same IP address as they roam?
 - iii. Does a roaming user need to re-authenticate or re-login?
 - iv. Do the user's subnet attributes (VLAN, ACLs, route policies) follow the user as they roam?
 - v. Does the solution support any mechanisms to control where users can physically roam throughout the solution's infrastructure?
 - vi. For large installations, can the solution perform fast-roaming (802.11i) between controllers?
 - i. Security
 - i. Describe your Authentication options and implementation.
 - 1. Encryption
 - a. Options
 - b. Implementation
 - c. Impact on performance for each type/level of encryption
 - ii. Describe the Intrusion Detection and Prevention capabilities of the solution.
 - 1. Is it included or a separately priced option?
3. Solution Components
- a. Access Points
 - i. What model AP is being recommended?
 - ii. When was this model released?
 - iii. Does it support internal and external antennas?
 - iv. Describe the level of intelligence that resides in the Access Point. (Is it a thin or thick AP).
 - v. Does it support 802.3af, or 802.2at or PoE+?
 - vi. How many radios are in the unit?
 - 1. Describe the radios.
 - 2. Does it support Mesh?
 - vii. What are the physical dimensions?
 - viii. Is the Access Point plenum rated?
 - ix. Describe the physical mounting options.
 - 1. Is mounting hardware included in your proposal?
 - x. What is the mean time between failure?
 - xi. Describe any unique features about the recommended Access Point.
 - xii. Please provide a specification sheet of the proposed Access Point.
 - b. Controller
 - i. Does your solution include a Controller?
 - ii. What is the current rev level of code?

- iii. What is the mean time between failure?
- iv. How many Access Points are supported on the recommended controller?
 - 1. Describe how the controller expands to accommodate growth in the number of Access Points.
 - 2. Describe the functions performed by your controller.
- v. Explain the licensing structure for the controllers.
 - 1. Explain the cost structure for licenses.
 - 2. What license requirements are there for redundancy?
- vi. What network interface capabilities are available?
 - 1. Channel Bonding?
 - 2. Separate VLAN interfaces to controller physical interfaces.
- c. Network Management
 - i. Describe the network management system.
 - ii. What is the current rev level of code?
 - iii. Is the network management system appliance based or can it be run on virtual machine?
 - iv. Does the solution allow for importation of floor plan drawings?
 - 1. What formats?
 - v. What reports are available?
 - vi. Explain the process for code upgrades for all components; network management, APs, controllers.
 - vii. Does your network management system manage other vendors products?

PROJECT MILESTONES:

The Library anticipates the following milestone dates:

Activity	Target Completion Date
Issuance of RFP Inquiry Period Begins	September 26, 2012
Inquiry Period Ends	October 10, 2012
Final Response to Offeror Questions	October 12, 2012
Proposal Due	October 26, 2012
Finalists Determined	November 2, 2012
Finalist Presentations & System Demonstrations	November 8 - 9, 2012
Board of Trustee Approval	December 13, 2012
Contract Finalized	February 15, 2013
Project Work Start	July 1, 2013

* Note - All dates are subject to change and the Library reserves the right to terminate all or part of the project, without cause, with a 30 day written notice to the vendor.

PROPOSAL SUBMITTAL:

Proposals should not be excessively long or submitted in an elaborate format that includes expensive binders or graphics. Each page of the proposal should state the name of the vendor, the RFP number, and the page number.

To facilitate comparison of proposals, vendors must submit proposals in a format that corresponds to the following:

RFP Cover Sheet – signed by an officer of your company

- Section 1: Introduction and general information about the Vendor
- Section 2: Response to questions listed above in the RFP Response Questions Section.
- Section 3: References – list 3 references including a contact name. The Library prefers these references be major urban libraries.
- Section 4: Pricing: This should include a complete Bill of Material; 1 and 3 year maintenance support option; show list price, Columbus Public Library Discount and Net Price.

Each Vendor must submit a proposal clearly marked **Wireless Networking System RFP CML #12-025**. One (1) original, completed and signed in blue ink, and three (3) copies are required. Proposals are due no later than October 26, 2012, Noon EST. Proposals submitted by e-mail or fax are not acceptable and will not be considered. Proposals must be submitted to:

Columbus Metropolitan Library
Purchasing Division
RFP CML #12-025
96 South Grant Avenue
Columbus, OH 43215

CML will reject any proposals that are received after the October 26, 2012 deadline.

CONTRACT AWARD:

The Library's evaluation team, consisting of select members of various work units, will evaluate responses to the RFP based on the following criteria:

1. Overall cost of the solution.
2. Responses to the RFP questions.
3. Technical capability of the product.
4. Expertise of vendor.
5. Interactions with vendor representatives.
6. Financial stability of the vendor and wireless hardware/software provider.
7. Reference calls and/or recommendations.

Note: Demonstrations to the Library may be requested.
Additional criteria may be identified at a later time by the Library.

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library. An award will be made only to a responsible vendor that possesses the ability to perform successfully under the agreed terms and requirements.

Every effort has been made to include enough information within this RFP to enable vendors to prepare a response that thoroughly and fairly represents their respective capabilities to meet the Library's requirements. If there are questions concerning the contents of this document, the Library is willing to provide responses in a timely manner.

PROPOSAL QUESTIONS

Submit all RFP questions and inquires via email to:

Wanda Dixon, Purchasing Administrator

Deb Czycalla, Finance Coordinator

Email address: Purchasing@columbuslibrary.org

Responses will be documented and posted on the "Doing Business with the Library" page of the Library's website at www.columbuslibrary.org/about/doing-business. Responses will be posted no later than 5:00 pm on October 10, 2012.

EXHIBIT A

UNIVERSAL SERVICE (E-RATE) REQUIREMENTS

To warrant consideration for an award of contract resulting from this Request for Proposal, vendors must agree to participation in the Universal Service Support Mechanism for Schools and Libraries (commonly known as “E-rate”) as provided for and authorized under the federal Telecommunications Act of 1996 (Reference 47 U.S.C. § 254, “Universal Service”). Vendors acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund (“USF”) subsidies. To ensure compliance with all applicable USF regulations, program mandates and auditing requirements, vendors must comply with the following:

USF Knowledge - Vendor shall have, at a minimum, a working knowledge of the federal Universal Service Support Mechanism for Schools and Libraries (commonly known as “E-rate”).

USF Registration - Vendor shall submit with its proposal a valid Service Provider Identification Number (“SPIN”) and a valid Federal Communications Commission Registration Number (“FCCRN”).

USF Participation - Vendor shall agree to participate in the E-rate Program and to cooperate fully and in all respects with the Library, the Universal Service Administrative Company (“USAC”), and any agency or organization administering the E-rate Program to ensure that the Library receives all of the E-rate funding for which it has applied and to which it is entitled in connection with Vendor’s services and/or products.

USF Documentation - Vendor shall provide to Library staff and/or the Library’s E-rate consultant within a commercially reasonable period of time, all of the information and documentation that the Vendor has or that Vendor reasonably can acquire that the Library may need to prepare its E-rate applications and/or to document transactions eligible for E-rate support.

Invoicing Procedures - Vendor shall itemize, price, and invoice separately any materials or services that are ineligible for E-rate funding. Vendor must include the following information on all invoices to the Library for E-rate eligible equipment and/or services:

- Date of invoice
- Date(s) of service
- Funding Request Number (“FRN”)
- Vendor’s signature on invoice attesting to the accuracy and completeness of all charges
- Detailed description of services performed and materials supplied that matches Library’s contract specifications, Form 470 and Form 471 descriptions of same
- Clear, concise breakdown of amount(s) to be billed to USAC (discounted portion of eligible charges) and amount(s) to be billed to the Library (non-discounted amount of eligible charges)
- Invoice on Vendor’s letterhead or on a Vendor-generated form
- Library’s Billed Entity Number
- Library’s Federal Communications Commission Registration Number
- Proper E-rate discount percentage as set forth by the applicable FRN and USAC funding commitment decision letter (“FCDL”)

USF Discounted Invoicing and Reimbursement Processes

Vendor shall, at the Library's request, either (a) invoice the Library only for the non-discounted amounts due on E-rate-approved transactions and simultaneously invoice the Universal Service Administrative Company ("USAC") for the balance [Discounted Invoice Process] or (b) remit to the Library within twenty days of receipt the reimbursement payments it receives from USAC or any other third-party payer for the discounted portions of E-rate-approved transactions involving the Library [Reimbursement or "BEAR" Process].

Discounted Invoice Process

- Invoicing - Within fourteen (14) days from the date that Vendor delivers to the Library, E-rate approved materials or services, when delivery of such services triggers a payment obligation under Vendor's contract with the Library, Vendor must invoice the Library for its share of the pre-discount cost of those materials or services.
- Timely Filing - Vendor shall be solely responsible for timely filing invoices with USAC. Accordingly, Vendor understands and agrees that Library will NOT be liable to Vendor and Vendor shall have no recourse against the Library for any discounted amount that Vendor submits late to USAC for payment, if USAC refuses to pay the invoice due to late filing.
- Invoice Rejection - Vendor understands and agrees that Library shall not be liable to Vendor and Vendor shall have no recourse against the Library for any discounted amount that Vendor submits to USAC for payment if Vendor is at fault for USAC's refusal to pay; if the Library is at fault, the Library shall not be liable to Vendor and Vendor shall have no recourse against the Library for the amount at issue until both the Library and the Vendor have exhausted their administrative remedies of appeal to USAC and/or the FCC.
- Library Approval - Vendor shall submit to the Library for its review and approval before submitting it to USAC for payment a copy of every invoice that Vendor intends to submit for services that it has provided or, in appropriate circumstances, will be providing to the Library. The Library shall not unreasonably delay or withhold approval of Vendor's USAC invoices. As Vendor is solely responsible for timely filing invoices with USAC, it understands that it must submit invoices to the Library sufficiently in advance of any USAC filing deadline to ensure that there will be adequate time remaining for it to meet the USAC filing deadline after the Library has had a reasonable opportunity to review and approve them.

Reimbursement Process

- Twenty Days - Vendor understands that E-rate Program rules require it to remit a reimbursement payment to the Library within twenty (20) days of receiving it from USAC.
- Liquidated Damages - Vendor further understands that it may not withhold a reimbursement payment from or refuse to remit such a payment to the Library for any reason. Moreover, Vendor understands and agrees that its failure to make a reimbursement payment to the Library in a timely manner will adversely affect the

Library's operations, but that the resulting damages will be impossible to ascertain with any degree of certainty. Vendor therefore agrees that if it fails to remit to the Library a reimbursement payment within forty-five (45) days after receiving it from USAC, Vendor will pay to the Library as liquidated damages a total of \$500 per day for each day that passes without payment after the 45th day.

Delayed USF Funding Commitment

Vendor understands that, due to circumstances beyond the Library's control, the Library may not receive an E-rate funding commitment by the beginning of the E-rate funding year, July 1, 2013 for the services it intends to purchase from Vendor during that funding year.

- Retroactive Invoicing - When E-rate funding is approved, Vendor shall invoice USAC for the discounted amount the Library is owed retroactive to July 1st of the funding year or to whenever approved service to the Library began, whichever date is later.

USF Audit and Document Retention Requirement

Vendor shall maintain all proposals, quotes, records, correspondence, receipts, vouchers, delivery information, memoranda and other data relating to Vendor's services to the Library. All such records shall be retained for five (5) years following completion of services and shall be subject to inspection and audit by the Library. Vendor shall include in all subcontractor agreements for services, provisions requiring subcontractors to maintain the same records and allowing the Library the same right to inspect and audit those records as set forth herein. In addition to the foregoing, Vendor will create, implement and enforce an internal E-rate audit process that ensures that Vendor complies with all E-rate program rules and regulations. This process must include the following:

- Separating ineligible project management and other professional services costs, if any, from other charges
- Where labor is involved, maintaining detailed, signed individual timesheets
- Ensuring that ineligible charges are not submitted to USAC
- Invoicing to USAC that is consistent with the contract and the Library's 470 and 471
- Ensuring that services or products are not provided to the Library without Library's express written permission or official purchase authorization
- Ensuring that Library-approved substitute services or products are prominently noted on invoices submitted to USAC and the Library
- Where applicable, non-recurring services provided prior to September 30th and recurring services provided prior to June 30th
- Supporting documentation sufficient to evidence that what was approved per the FCDL and provided to the Library, was actually provided to the Library and when
- If E-rate eligible services and/or installation or equipment costs are included as part of a larger contract or service/equipment billing, support for the allocation of E-rate eligible amounts and reconciliation of that total to the total amount billed

- If E-rate eligible services or equipment are allocated to multiple sites, support for the allocation consistent with the amount and locations identified in the Form 471
- Documenting that E-rate funded services were provided within the allowable contract period and program year
- Charging proper FRN(s)
- Ensuring that invoices and USAC forms are submitted to the Library in a timely manner
- Ensuring that USAC forms are filled out completely, accurately and on time
- Ensuring that Forms 472 are signed/dated by vendor's representative in a timely manner
- Maintaining fixed asset list of E-rate-supported equipment provided to the Library with detailed information for each item (model number, serial number, product description) and made available to the Library in electronic format

Contract Term Modification

The Library will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E-rate "program year" or an extended service end date for an E-rate program year pursuant to a "service delivery deadline extension," as those terms are defined by the Federal Communications Commission ("FCC") and/or the Universal Service Administrative Company ("USAC").