**Request for Proposals**

**Northern Maine Community College**

**Wireless Infrastructure Redesign**

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**Section 1 - Background Information and Current Configuration**

Northern Maine Community College (NMCC) currently enrolls about 1200 students and continues to experience regularly increasing numbers of new students. As the college expands there continues to be increased demand on publically available resources such as wireless Internet access.

In addition, the college has expanded its services and wireless network availability to its current students, faculty, staff and guests. The demand for wireless internet access has increased creating unique challenges on network availability and bandwidth to the point where bottlenecks and management issues have developed within our current wireless infrastructure. These new challenges, increased communication devices, online services and overall demand for increased connectivity for the college network has put a severe strain on the overall network.

With the increased focus on student success and satisfaction, the college is soliciting RFP’s for a redesign of its current wireless network infrastructure. The RFP will consist of 2 major items: the first being the plan for design/redesign of the system. The design/redesign will focus on analysis of the current wireless spectrum at NMCC including interference areas, as well as including areas not covered in the current infrastructure. The second part of the RFP will include recommendations for equipment that will fulfill the plan with the build out or replacement of current equipment.

NMCC currently uses Aurba Networks equipment for wireless delivery. Due to the issues listed above NMCC feels it is time to reevaluate the effectiveness of its current equipment.

**Section 2 – General Information**

* 1. **Proposal Due Date**

The deadline for submission of proposal in response to this RFP is 2:00 p.m. June 22, 2016. Any proposal received after this date will not be considered.

Each vendor who intends to submit a proposal in response to this RFP shall submit an “Intent to Respond – Wireless Infrastructure Redesign” via e-mail to Julie Clark at jaclark@nmcc.edu on or before June 13, 2016 at 9am.

* 1. **Number of Copies**

Please provide three (3) copies of your response.

* 1. **Vendor Contact**

Questions relating to this RFP and the formal proposal should be directed to:

Attn: Barry Ingraham, Dean of Technology & Facilities

Northern Maine Community College

33 Edgemont Drive

Presque Isle, ME 04769

The response to this RFP must include vendor contact information for the purpose of questions and clarification. The vendor may provide electronic copies of their proposal in lieu of a physical copy; in such case the vendor may email a single copy to [bingraham@nmcc.edu](mailto:bingraham@nmcc.edu) and [jaclark@nmcc.edu](mailto:jaclark@nmcc.edu).

* 1. **False or Misleading Statements**

If, in the opinion of Northern Maine Community College, a proposal contains false or misleading statements of references that do not support a function, attribute, capability or condition as contended by the vendor, the proposal maybe rejected without further consideration.

* 1. **Clarification of Proposal**

NMCC reserves the right to obtain clarification of any point in a vendor’s proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of a vendor’s proposal. The vendor may also request clarification to any part of this document by sending their request to the aforementioned email address; points of clarification will be sent to all venders.

* 1. **Responsiveness**

Proposals should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exemptions to the requirements inherent in the proposed system. Alternative approaches will be given consideration if that approach clearly offers increased benefit to NMCC.

* 1. **Format of Proposal**

For ease of finding required information the bidder is to follow precisely the order and section number format of this request. Other materials not directly related to the stated requirements are to be included in the appendices.

* 1. **Design and Equipment Requirements**

The vendor should propose a design that will provide campus wide coverage for wireless use and identify areas of wireless interference. Equipment configurations should match or exceed the specified requirements. The equipment must have technical support available during normal business hours and should have extended support after business hours if NMCC so desires.

* 1. **Support Requirements**

Support requirements are specified in Section 5. Your proposal should specifically address each requirement listed.

* 1. **Warranties**

Please provide warranty coverage information for all equipment and software modules. Include applicable starting and ending periods of all warranties.

**2.11 Information about the Company**

Please provide information that will enable us to evaluate your company’s financial stability, track record and support capabilities. We require that you include the following:

* Ownership of your company
* Number of years in business
* Total number of employees
* In the case of distributorship, include the confirmation of status as an authorized distributor.

**2.12 User Reference/Demonstration**

Please provide a list of three (3) paying customers that have used your company for similar equipment and/or software in your proposal. The list should provide a contact name, telephone number, length of time using the system and a brief description of the users’ equipment and software configuration. Failure to provide suitable references may result in the vendor’s proposal being rejected without further consideration. NMCC also reserves the right to contact each reference without notification to the vendor. By submitting a proposal the vendor agrees that NMCC may contact any references enclosed in the submitted proposal.

**2.13 Delivery and Implementation Schedule**

NMCC plans to install all requested equipment immediately after contract execution. Preference may be given to vendors that can complete delivery within six to eight weeks of contract signing. Availability of proposed equipment may be used in the evaluation of the proposal. The vendor must include a realistic delivery schedule in terms of weeks following contract signing.

**2.14 Demonstration Units**

Because NMCC will be making a significant continued investment in its wireless infrastructure it will be very carefully considering the functionality and management of the entire solution. NMCC would strongly encourage any vendor to provide a demonstration system.

**2.15 Evaluation Criteria**

The following general criteria will be used to evaluate the responses.

* Ability of the design, equipment and software to meet NMCC’s general and specific integration requirements, as shown in the request, and verified by references and/or functional demonstration
* Vendor’s ability to support the requested equipment determined by the following:
  + Availability to directly communicate with technical support members
  + The location of technical support
  + The quality of support received in the past or the testimony from the vendor’s supplied references
* Level, quality and type of client training and technical assistance provided
* Results of reference checks and on-site/off-site demonstrations
* Total cost, which considers both initial acquisition and ongoing operating costs
* Upward compatibility for future growth
* Ease of use and operation of the system according the NMCC’s general and specific requirements
* Ease of data collection with open standards
* Performance and manageability of evaluated demonstration units

Proposals will be reviewed, and one vendor will be selected using the following matrix:

|  |  |
| --- | --- |
| Factor | Weight |
| Total acquisition and operating cost | 20% |
| Quality of training and client support | 20% |
| Qualifications/references/certification | 5% |
| Proposal documentation completeness/formatting | 5% |
| Design compatibility, including: suitability for NMCC Campus, ease of use, ease of data collection, ease of initial integration, performance, and manageability | 40% |
| Delivery and implementation schedule | 10% |

**2.16 Question and Response Schedule**

All questions related to this request for proposals should be directed by email to [bingraham@nmcc.edu](mailto:bingraham@nmcc.edu) and jaclark@nmcc.edu. The subject of the e-mail should clearly state "Questions: Wireless Infrastructure Redesign." Deadline for questions is 5:00 pm June 17, 2016. It is the College’s intent to respond to all questions within 1 business day, and will have final responses posted by 4:00 pm on June 20, 2016.

**2.17 Timeline Summary**

Intent to Respond: June 13, 2016 at 9:00am

Deadline for questions: June 17, 2016 at 5:00pm  
Answers will be posted: June 20, 2016 at 4:00pm   
Bid Close: June 22, 2016 at 2:00pm

**Section 3 – General Wireless Requirements**

The proposed equipment must completely adhere to the following requirements.

* 1. **Management & Data Collection**
* SSH – CLI based and/or;
* Web – Browser based
* Ability to collect data using well defined standards
* Ability to collect data and identify rogue equipment
* Ability to recover from serious failures
* Ability to view and create reports of all traffic statistics
  1. **Security**
* Support the use of standard Access Control Lists
* Support the use of extended Access Control Lists
* Support the ability to authenticate a user who is performing management tasks from a RADIUS server
* Support the ability to authenticate a user who is requesting access
* Support the ability to secure a port or connection with MAC based authentication

**Section 4 – Design Criteria**

The vendor should ensure that following design criteria are addressed:

1. **Coverage**

NMCC would like the design to take into effect the existing infrastructure coverage as well as the expansion of uncovered areas, including but not limited to: new buildings, outdoor public areas and existing ‘black holes”.

1. **Interference and Points of Contention**

NMCC would like the plan to include:

* a spectrum analysis that will identify areas of interference
* a heat map to show points interference and/or overlap

**Section 5 – Equipment Requirements**

* 1. **Wireless Controller/Access Points**
* Provide the ability to have authenticated users traffic directed to one VLAN while directing unauthenticated users to a separate default VLAN
* Provide the ability to work directly with wired switches to interoperate with existing layer 2 and/or layer 3 access lists and switches
* Ability to provide seamless roaming across the wireless infrastructure
* Support 802.11n and option for 802.11ac
* Provide the ability to be powered by Power Over Ethernet
* Provides support, management and security for AirPlay and other multicast devices
  1. **Equipment Documentation**

The vendor is required to provide all documentation in either a printed or electronic copy. The vendor should also include any performance specification and throughput ratings, both maximum and standard that are available for each product.

* 1. **Training for End Users**

Provide training information necessary for the Network Administrator’s to manage all equipment in the vendor’s proposal. Onsite training and assistance will receive extra consideration in the evaluation process.

* 1. **Product Support**

The vendor must provide NMCC with a complete list of equipment and accessories, which are covered under normal and maintenance warranties. The vendor should also include methods of contacting product support. The vendor should also include the various levels or support and the processes required to escalate a case if necessary or relevant. Documentation of renewing maintenance contracts will also be required in the vendor’s proposal. The vendor is to include the physical location of the technical support call centers; if different levels of support are available the vendor should make certain to include the location of each support level.

* 1. **Maintenance Contracts**

The vendor should include the cost of covering all items under a maintenance contract, listing all items separately.

**Section 6 – MCCS Notice to All Bidders Regarding Conditions on Bids**

**6.1 Standard Terms and Conditions Applicable to all MCCS Contracts**

**Notice to All Bidders Regarding Conditions on Bids  
Standard Terms and Conditions Applicable to All MCCS Contracts**

The following Maine Community College System (MCCS) standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the MCCS. These terms and conditions derive from the public nature and limited resources of the MCCS. MCCS DOES NOT AGREE TO:

1. provide any defense, hold harmless or indemnity;

2. waive any statutory or constitutional immunity;

3. apply the law of a state other than Maine;

4. procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;

5. add any entity as an additional insured to MCCS policies of insurance;

6. pay attorneys’ fees or costs for any other entity;

7. promise confidentiality in a manner contrary to Maine’s Freedom of Access Act;

8. permit an entity to change unilaterally any term or condition once the contract is signed; and

9. automatic renewals for term(s) greater than month-to-month.

By submitting a response to a Request for Proposal, bid or other like offer to do business with a college or other operating unit of the MCCS, YOUR ENTITY UNDERSTANDS AND AGREES THAT:

1. The above standard terms and conditions are thereby incorporated either expressly or by reference to this notice into any agreement entered into between MCCS and your entity, and that your entity will not propose or demand any contrary terms;

2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;

3. Your entity will not propose to any college or other operating unit of the MCCS any contractual documents of any kind that are not in at least 11-point font and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and

4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to “trade secret” exemption from disclosure under Maine’s Freedom of Access Act; that failure to so identify will authorize MCCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCS in any and all legal actions that seek to compel MCCS to disclose under Maine’s Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCS and your entity.