



PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM

REQUEST FOR PROPOSAL RFP-AM-2024-004 ARUBA WIRELESS NETWORK UPGRADE

ISSUE DATE:	February 7, 2024
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SITE VISITS:	Will be scheduled with Procurement Specialist
PROJECT MANAGER:	Carla Moore, Director of Information Technology
DEADLINE FOR QUESTIONS:	February 19, 2024 by 5:00 PM
RESPONSES TO QUESTION:	February 21, 2024
DEADLINE FOR PROPOSAL SUBMISSION:	March 11, 2024 by 5:00 P.M.
PROPOSAL SUBMISSION INSTRUCTIONS:	Email PDF to procurement@pgcmls.info

Vendor must be an E-Rate Eligible Contractor in order to participate in this RFP.

Tee Bones
procurement@pgcmls.info

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REQUEST FOR PROPOSAL**RFP-AM-2024-004****Aruba Wireless Network Upgrade****Background**

The Prince George's County Memorial Library System (PGCMLS) consists of 19 branch libraries, a facility in the County Correctional Center and an administrative office. PGCMLS is a valued resource in the community with 69% of the county population registered as borrowers and almost 2.5 million visits last year. PGCMLS is a component unit of Prince George's County government with over 350 employees and governed by a 7-member Board of Library Trustees.

Point of Contact

All communication regarding this RFP or any matter relating thereto must be transmitted electronically by email to the single Point of Contact ("POC") as follows, phone calls and visits will not be accepted:

POC: Tee Bonés, Procurement Specialist

Email: procurement@pgcmls.info

Acceptable Submissions

No submission shall be accepted in any format other than a PDF format file attached to an email addressed to procurement@pgcmls.info. This provision shall override other methods or form of submission referenced in this RFP. Vendor shall bear the responsibility of ensuring its submissions are received and acknowledged by PGCMLS. The Library reserves the right, where it may serve the Library's best interest, to request additional information or clarification from proposers or to allow corrections of errors or omissions. At the discretion of the Library, Vendors submitting proposals may be requested to make oral presentations as a part of the evaluation process. Submission of a proposal

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indicates acceptance by the vendor of the conditions contained in this RFP, unless exceptions are clearly and specifically noted in the proposal submitted.

Vendor Inquiries

Any questions relating to this RFP shall be directed via e-mail no later than 5:00 p.m. on February 19, 2024 to Procurement Specialist:

procurement@pgcmls.info

Standard/Licensure Requirements

The selected Contractor shall provide documentation to the Library evidencing all necessary licenses/documents to perform the services prior to the awarding of the contract.

Experience

Five years or more experience working with government agencies and preferably non-profit organizations.

Basis of Award

The Vendor best meeting experience, capability, approach and cost requirements as determined by the Library will be selected. The Library's evaluation will be based on the requirements contained in this proposal, the proposed fees and expenses, and any other factors, which the Library considers relevant.

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All submittals will not only be reviewed based on cost, but will also receive a technical analysis, which will analyze the following:

Product/Pricing	Proposal Presentation
Qualifications and Credentials	Control Procedures
Liability Insurance	Project Management
Performance Capabilities	Adequate Support Staff
Company Longevity	

Proposal Evaluation

Proposal will be evaluated by the Library and the highest ranking Vendors may be asked to make formal presentation to the Evaluation Committee. Evaluation of the Proposals will include but not limited to the following areas:

1. Proven service capabilities and overall quality and completeness of service
(Based on recommendations by other customers, or otherwise)
2. Understanding of Library service needs
3. Cost of service (fees and charges)
4. Interview questions and answers with the top three Vendors (optional).

Payment Terms

The Library makes monthly payment at work completion, during the next 30 days after the invoice date. Please include in your proposal any payment terms that deviate from monthly payment at work completion.

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Agreement Required

We will issue a Purchase Order to the successful Vendor. The Vendor shall be required to sign an Agreement for Services for this engagement. No work shall begin under this contract until a Purchase Order has been issued and the Agreement for Services has been signed by both parties. The Vendor should ensure that the contract is completed within the specified time.

Vendor Rights

All materials submitted in response to this RFP become the property of the Library upon delivery and shall be appended to any formal documentation, which would further define or expand the contractual relationship between the Library and the Vendor. Each Vendor, as an express condition for the Library's consideration of such Vendor Proposal, agrees that the contents of every other proposal is confidential, proprietary and trade secret information in all technical areas and waives any right to access to such proposals. No submissions for supporting documentation will be returned to Vendor.

Vendors submitting proposal should recognize that the Library is a public body and, as a public body, the Library is subject to disclosure requirements and must abide by public record laws. Neither party shall be liable for disclosures required by law.

Reservation of Rights

This RFP does not commit the Library to award a Services Agreement, to pay any costs incurred in the preparation of a proposal to this request, or to otherwise contract for any services.

The Library reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of the Library to do so.

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The Library will evaluate proposal based upon the effectiveness of the perceived performance as it relates to the Library's specific requirements. The lowest fee proposal shall not necessarily be selected. The Library specifically reserves the right to reject any or all proposals or any part thereof; or to waive any defects or informalities in a proposal when it is determined by the Library to be in the Library's best interest.

Proposal Format

The Proposal shall be signed by an individual authorized to bind the Vendor and shall contain a statement to the effect that the proposal is a Vendor offer for a one hundred eighty (180) calendar day period from the date of the opening.

The Proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the Contractor and who may be contacted during the period of the Services Agreement. All fees quoted shall be Vendor and fixed for the full contract period and any extension.

The proposal shall be presented in the following format and include, at a minimum, all the information specified. Responses should be specific and complete in every detail, prepared in a simple straightforward manner:

1. A letter of proposal submission and introduction, including the name and address of the Vendor submitting the proposal, and name of the contact person, shall be the first page of the proposal. The proposal shall be signed by an authorized representative of the Vendor and shall include the name(s), title, address, telephone number of the individual(s) authorized to negotiate a Services Agreement with the Library.

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2. An executive summary highlighting the Vendor's background, experience and variety of services, and any service enhancements unique to the Vendor shall immediately follow the letter of proposal submission and introduction.
3. A brief statement of the Vendor understands of the services required and the accounts to be serviced.
4. A work plan detailing the approach the Vendor intends to follow in providing the services required as outlined in this RFP.
5. The Vendor shall define the capability of its organization to meet the intended objectives of this RFP. Description of the Vendor's organization chart, names of staff members to be primarily assigned to this account, the role of each staff member, and resumes of principal officers showing education and experience relevant to this type of work.
6. The Vendor's fees for Services performed. The price quoted shall include all materials, labor, supplies, equipment, insurance, travel expenses, taxes and all other charges related to the job. The Library will not make any allowance for errors made in job planning by the Vendor.
7. At least three references showing prior experience in the areas as outlined in this RFP preferably with libraries, government agencies and/or corporate clients. Each reference shall include the name and address of client as well as the name and telephone, e-mail address of individual who can be contacted for verification of services.
8. Copy of the Service Agreement.
9. Include any other information that is considered to be important by the Vendor.

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Late Proposals Not Considered

Proposal received after the stipulated Proposal Submission Deadline will not be considered.

Inconsistency or Error in the RFP

Any Vendor believing that there is any ambiguity, inconsistency or error in the RFP shall promptly notify the Library in writing of such apparent discrepancy. Failure to notify the Library by the Proposal Submission Deadline will constitute a waiver of claim of ambiguity, inconsistency or error.

Errors or Omissions

The Library is not responsible for any Vendor's errors or omissions.

Addenda

The Library shall not be responsible for any oral instructions given by any employees of the Library in regard to the proposal instructions, specifications or proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be furnished to all Vendors who are listed with the Library as having received the RFP, or to any other Vendor who requests an addendum.

Vendors must routinely monitor RFP Notices of Updates and Addenda for changes. Please check website <http://www.pgcmlls.info/Procurement> for updates and addenda.

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Vendor Incurred Costs

The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. All materials and documents submitted in response to this RFP become the property of the Library and will not be returned after the Proposal Submission Deadline.

Modification or Withdrawal of Proposal

A Proposal may not be modified, withdrawn or cancelled by a Vendor for one hundred eighty (180) days following the Proposal Submission Deadline and each Vendor so agrees in submitting the proposal. Proposals may be withdrawn, altered and/or resubmitted at any time prior to the submission deadline.

Notice of pre-submittal date withdrawal must be in writing over the signature of the Vendor. Withdrawn Proposals may be resubmitted up to the Proposal Submission Deadline, provided that they are then fully in conformance with these general terms and conditions.

Rejection of Solicitation Responses

The Library reserves the right to reject any or all responses received, or any part thereof; to accept any response or any part thereof; or to waive any informality when it is deemed to be in the Library's best interest. Any Vendor objecting to the rejection of Proposal or portion thereof, must submit a written protest stating the reasons for the protest to the Library within five (5) calendar days from the date of the Library's Notification of Award letter.

Vendor Certification

By submission of a proposal, the Vendor certifies that the Vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the

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award of a contract to any employee, official or current contracting consultant of the Library.

Contract Period

The Service Agreement shall cover the period depending upon date of the Services Agreement is awarded. The agreement may be renewed at the expiration of its terms by mutual agreement of the parties. The renewal may be two additional one (1) year terms.

Site Visits

Vendor shall arrange with Procurement Specialist for the PGCMLS staff on the RFP panel to attend a site visit at the Vendor's location.

Protest of Award

Any person, who has an objection to the awarding of the Services Agreement to any Vendor by the Library, shall lodge that protest, in writing, with the Library no later than 4:00 p.m. local time of the fifth (5th) calendar day, following release of the Library's Notification of Award letter. The Library retains the right to reject all protests not filed within this time, those found to be without merit, or those requesting confidential information regarding other bidders including pricing information of the winner of the RFP.

PROTEST DEPOSIT: A deposit is required from the protester to compensate the library for the expenses of administering the protest. If the protest is decided in the protester's favor, the entire deposit shall be returned to the protester. If the protester is determined to be without merit, the deposit shall be forfeited to the library. The deposit shall be in the form of cash or a cashier's check and shall be in the amount of

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\$1,000.00 or 1% of the amount of the pending award, whichever is greater, up to the maximum of \$8,000.00.

Termination for Convenience

The performance of work under the contract may be terminated by the Library within 30 days written notice, or such time as mutually agreeable to the parties not to exceed 30 days, in accordance with this clause in whole, or from time-to-time in part, whenever the Library shall determine that such termination is in the best interest of the Library. The Library shall pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the contract. However, the Contractor shall not be reimbursed for any anticipatory profits, which have not been earned up to the date of termination.

Termination for Default

If the Contractor fails to fulfill its obligations under the contract properly and on time or otherwise violates any provision of the contract, the Library may terminate the contract by written notice to the Contractor. The written notice shall specify the acts or omissions relied on as cause for termination. All furnished services provided by the Contractor shall, at the Library's option, become the Library's property. The Library shall pay the contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor shall remain liable after termination and the Library can affirmatively collect damages or deduct from monies due the Contractor on this or other Library contracts. Damages may include excess re-procurement costs.

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Scope of Work

PGCMLS is seeking proposals from qualified vendors to upgrade the Aruba wireless network.

Background of Wireless Network

The network infrastructure of Prince George's County Memorial Library System (PGCMLS) is approximately 19 years old. CAT cabling and core Cisco switches have been upgraded to support future growth. Two locations were upgraded to the new Aruba AP 635 and Aruba 2930 POE+ switches. All locations have the Aruba AP 575 or 577 outdoor access points.

The PGCMLS network infrastructure consists primarily of Cisco Catalyst 1G and 10G switches, but network hardware and software from other manufacturers may be considered, provided they match or exceed the capabilities of the Aruba 6200M switch. PGCMLS consists of buildings built with a variety of construction materials and methods.

PGCMLS implemented the Aruba wireless network in 2017, which includes dual controllers, Airwave, Clearpass, Mobility Master, and captive portal. We have determined that this configuration meets our needs and requirements. We will consider proposals that meet or exceed its capabilities. Additional details are listed below:

- 2 – 7210 Wireless Controller
- 1 – C1000V Clearpass (virtual)
- 1 - Airwave (virtual)
- 1 – Mobility Master (virtual)
- 189 - AP 215
- 24 - AP 225
- 14 - AP 635

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- 43 - AP 575
- 2 - AP 577
- 19 – 24 port Aruba S1500 switch
- 2 – 48 port Aruba S1500 switch
- 3 – 24 port Aruba 2930M switch
- 4 – 48 port Aruba 2930M switch
- 2 – 24 port Aruba 6200M switch

Vendor must be an E-Rate Eligible Contractor in order to participate in this RFP.

E-RATE Requirements:

1. Any bidder responding to this RFP will be required to submit its assigned SPIN (Service Provider Identification Number) and FCC Registration Number, as part of its response. Bidders without a SLD SPIN number or FCC Registration Number **MUST** provide documentation demonstrating they have begun the process of obtaining the aforementioned before responding to this RFP. (<http://www.usac.org/sl/service-providers/step01/default.aspx>).
2. Bidders must also disclose in their response if they have been “red-lighted” by the FCC during the two-year period prior to the issuance of this RFP. Bidders must also disclose whether they have been the subject of audits or investigations by USAC, the FCC, DOJ or any other investigator associated with the E-Rate program during the five years prior to the issuance of this RFP.
3. Vendor shall agree to participate in the E-Rate program and cooperate in all respects with PGCMLS, the Universal Service Administrative Company (USAC) and any agents acting on its behalf, and the Federal Communications Commission (FCC) to ensure PGCMLS receives all E-Rate funding for which it has applied and to which it is entitled pertaining to the Proposer’s products and/or services.

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4. Vendor shall provide to PGCMLS staff and/or E-Rate consultant within a reasonable amount of time, all documentation and information that the Proposer has or that Proposer can reasonably acquire that PGCMLS may need to prepare its E-Rate applications, respond to inquiries from the USAC or FCC, and to document transactions eligible for E- Rate support.
5. Vendor shall provide to PGCMLS staff and/or E-Rate consultant within a reasonable amount of time, all documentation and information that the Proposer has or that Proposer can reasonably acquire that PGCMLS may need to prepare its E-Rate applications, respond to inquiries from the USAC or FCC, and to document transactions eligible for E- Rate support.
6. Vendor shall maintain all quotes, bids, correspondence, records, delivery information, bills, invoices, memoranda and other information and data pertaining to Proposer's services to PGCMLS. All such records shall be retained for ten (10) years after the last date to receive services related to this RFP. Such information and data shall be subject to audit and inspection by PGCMLS. Proposer shall include in all Sub-Proposer/Sub- Contractor agreements for services, provisions requiring Sub-Proposers/Sub-Contractors to maintain the same records and allowing PGCMLS the same right to audit and inspect those records.
7. Pursuant to 47 C.F.R. § 54.511(b) service provider submitting bids in response to this Request for Proposals must certify that the offered pricing is in compliance with the FCC's rule regarding Lowest Corresponding Price.

Scope Requirements:

- 1) All currently wired locations must continue to provide wired service.
- 2) The Aruba wireless network has 272 access points and 26 switches across all locations.

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- 3) The Wi-Fi solution must be an on premise solution and not cloud-based solution.
- 4) Switch ports currently exist at each MDF/IDF hosting access points connected to Aruba switches. Replacement switches are needed that are equivalent to or better than the Cisco Catalyst 9300 Gigabyte switch, as we are upgrading all locations and the core to 10 Gigabyte POE+ switches.
- 5) Vendor is responsible for configuring all devices needed to implement the upgraded wireless network. PGCMLS technical staff shall be consulted prior to making any and all changes to any PGCMLS system.
- 6) The wireless network shall be configured to have multiple SSID's on dedicated VLAN's as defined by PGCMLS technology staff during installation and setup. Secure enterprise level authentication.
- 7) PGCMLS Staff will be responsible for installing any services needed on PGCMLS servers, and will be consulted prior to Vendor configuring those services.
- 8) The Vendor shall perform the physical installation of all equipment and provide the equipment (i.e. lifts and ladders) to complete the installation and contract. The vendor shall identify all subcontractors it will use on the project.
- 9) Vendor shall work with PGCMLS staff to configure a Guest VLAN and SSID that provides limited network access.
- 10) Vendor will configure monitoring alerts and usage reports.
- 11) All work not found in conformance with the intent of the proposal shall be repaired promptly at no additional charge to PGCMLS.

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- 12) A complete post-installation site survey shall be completed to show that all office and spaces are online and meet speed requirements. This survey shall be provided to PGCMLS once completion of the project.
- 13) Vendor is responsible for all project management; this is to be a turn-key solution with involvement of PGCMLS staff limited to specification of network security parameters, VLAN definition, and installation of any needed services on PGCMLS-owned servers.

Scope Specification:

- 1) Wi-Fi network must be controller-based with a primary and secondary controller.
- 2) Access points must be capable of taking advantage of 6GHz based.
- 3) Equipment must meet or exceed the 802.11 a/g/n/ac standard.
- 4) The system must be Wi-Fi Certified for 802.11 a/g/n/ac or greater.
- 5) Each access point must be an array of at least three radios that support 802.11 a/g/n/ac.
- 6) Each access point must have at least two Ethernet wired ports capable of 100/1000/2500BASE-T.
- 7) Each access point must support VLAN tagging on individual SSID's.
- 8) Each switch proposed must be compatible with and have equal or greater capabilities to the Aruba 6200M.

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- 9) Any area that does not have a drop ceiling will require a wall mount bracket or other mounting option and suitable wiring raceways and moldings to achieve a finished installation appearance.
- 10) All network cabling drops are CAT5e or CAT6. New patch cables are required. Use of long patch cables (greater than 15') is prohibited. Vendor will be responsible for replacing patch cables.
- 11) Equipment required must be Aruba or equivalent:

Description	Quantity
HPE Aruba Networking CX 6200M 24G Class4 PoE 4SFP+ Switch	19
Aruba 3Y FC NBD Exch 6200M 24G PoE SVC [for R8Q68A]	19
HPE Aruba Networking X372 54VDC 680W 100-240VAC Power Supply	38
INCLUDED: Power Cord - U.S. localization	38
HPE Aruba Networking X751 Front to Back Fan Tray	19
HPE Aruba Networking CX 6200M 48G Class4 PoE 4SFP+ Switch	2
Aruba 3Y FC NBD Exch 6200M 48G PoE SVC [for R8Q70A]	2
HPE Aruba Networking X372 54VDC 680W 100-240VAC Power Supply	4
INCLUDED: Power Cord - U.S. localization	4
HPE Aruba Networking X751 Front to Back Fan Tray	2
HPE Aruba Networking AP-635 (US) Tri-radio 2x2 802.11ax Wi-Fi 6E Internal Antennas Campus AP	215
HPE Aruba Networking AP-MNT-MP10-A Campus AP 10-Pack 9/16 Flat Ceiling Rail Mount Bracket Kit	21
HPE Aruba Networking AP-MNT-A Campus AP Type A Suspended Ceiling Rail Flat 9/16 Mount Bracket Kit	5

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- 12) All warranties by Vendor and manufacturer on both products and labor must be specified in the proposal. The Vendor's warranties shall commence with acceptance of/or payment for the work in full. Minimum acceptable warranty on hardware, parts, and labor is 3 years.