

December 20, 2021

TO: All Prospective Proposers

FROM: Kim Albritton
Director Financial Operations

RE: RFP 22-13E Wireless Network Installation and Maintenance Services

ADDENDUM 1 TO RFP 22-13E

This addendum is issued as a part of the aforementioned RFP. The changes incorporated herein are an amendment to and supersede those conditions shown in the original solicitation. The Proposer shall acknowledge receipt of this addendum by signing this form and returning with their submittal. Failure to do so may subject Proposer to disqualification.

Q1. The Required Response form states the Proposal No. as being #22-13E but the Header of every page after that states the Proposal No. as being #21-13E. Can SLPS clarify the correct Proposal No?

A1. The correct number is 22-13E, please replace 21-13E with 22-13E.

Q2. – In the essence of time, we have already emailed our References ATTACHMENT I - REFERENCE QUESTIONNAIRE with the Form having RFP 21-13E at the top right corner. Many of our references will be closed for the holiday break and we needed to email them this week. We did not want to alter the form if this is the incorrect RFP#. Can you please confirm this will be acceptable?

A2. Yes, we will accept the ones with 21-13E.

Q3. As you can imagine many if not all of our K-12 customers are starting their Holiday break. As such, you may be very challenged to obtain the type of references needed to properly respond to your RFP. Therefore, in order to provide the best and most comprehensive response to RFP No. 22-13E, we respectfully request an extension of the due dates allowing for our customers to respond.

A3. An extension will not be granted for this request.

Q4. In Bonfire we do not see a section to upload the Attachments (starting on page 27 of 42) that need to be filled out. Can you direct us as to which section to upload these Attachments?

A4. We added a “Required Attachments” category that you can upload these documents to.

Q5. Are rate increases also considered as part of a term renewal?

A5. On Attachment J, the District requested percentage increases for each renewal term. The increases would apply to hourly rates only. The Discounts would remain constant for each renewal term.

Q6. Existing hardware quantities were provided, but no additional is listed. Is expansion of the current wireless network in scope, if so can you please describe?

A6. Expansion of the wireless environment would be additional AP deployments where necessary to provide coverage in areas lacking service.

Q7. The RFP document refers to hourly rates and parts to repair existing inventory of Cisco wireless network Hardware. Can you elaborate on the scope of parts? And describe scope of hardware that needs repair?

A7. Any component that would need to be repaired/replaced resulting in degradation of Wireless environment, i.e. Access Point, WiFi controller. This could be a bad Access Point or Antenna.

Q8. Scope of Services (pg. 25) 3. The district will be responsible for the installation and configuration of any servers or appliances, either physical or virtual, included on the equipment order. This conflicts with Installation of New Equipment #3. Is this only meant to refer to compute appliances? Will the district be installing any network gear?

A8. The District would mount or create any physical/virtual appliance necessary for the integration of the Wireless environment, i.e. Cisco ISE. The awarded vendor would work with the District addressing the configuration of the appliance to communicate with the Wireless AP environment. No, the District would not install any wireless network gear.

Q9. Scope of Services (pg. 25) Will the district be responsible for any new cables runs (if required)? If so, cable runs are usually the tasks of a Low voltage wiring contractor. These contractors typically remove old APs and hang new APS. Will the district be responsible for physically removing or hanging APs?

A9. The District would address new cable runs with approved vendors awarded cabling work. It is the expectation that the vendor awarded RFP 22-13E would be both installing new and removing old APs.

Q10. Attachment C & Attachment I: Because of the holidays and our references availability, can we include, for example, 6 references and SLPS receives the minimum of 3 reference questionnaires to meet the requirements by the due date? Will this be acceptable?

A10. Only a minimum of three are requested, they can be the same in Attachment C and Attachment I. Attachment C provides the information, should we not receive Attachment I back from the firms.

Q11. Evaluation Factor 1: Equipment/Software Services (pg. 9) Are wireless site surveys in scope, or expected as part of this RFP?

A11. Yes, if deemed necessary

Q12. Under Attachment J, question 5A states whether the contractor agrees to 50% price reduction if SLA is not met. Can you clarify which SLA metric this is referring to?

A12. 41.12. Service Level Agreement (SLA)

The contractor shall agree to respond on site to all service calls within 48 hours of the date and time the ticket is assigned to the contractor. The contractor shall maintain sufficient spare parts to repair at least 50% of all service tickets on the first visit. (PAGE 23)

Q13. Can you provide estimates the number of trouble calls per month and severity level?

A13. No, we engage vendors as needed depending upon the severity of the problem at the moment of occurrence.

Q14. Do we need to include antennas for APs with external antenna connections? Or will existing antennas be reused?

A14. Please include new antennas for APs with the external antenna connections.

Q15. Looks like some switches have 1G uplinks. Some core switches have been upgraded to Catalyst 9500. Should we assume 10G uplinks for all switches?

A15. There is a mixture of 1GB, 10GB, and 25GB uplinks from 9500 cores to IDFs within a facility or across the WAN

Q16. If migrating to all 10G aggregation, do we also need to include any optics? If so, we will need details on that as well. (single mode vs multimode)

A16. Yes, optics need to be included. Our current environment has 1GB, 10GB, and 25GB multimode fiber & SFPs at most locations. There may be a small footprint of single mode fiber and single mode SFPs.

Q17. A lot of switches have incomplete SKUs, which identify what feature set they have (i.e. LAN Base, IP Base, IP Services). Are we assuming these are access switches and should have DNA/Network Essentials?

A17. Manufacturer SKUs have been provided with the "Education/EDU" build and have been covered with LAN/IP base and IP Services. Where appropriate switches carry DNA/Network Essentials for specific coverage periods

Q18. What are the requirements for optional items such as secondary power or stack modules/cables?

A18. Purchase of optional items is "as-needed" depending upon POE requirements of devices, or planned deployed of multiple switches

Q19. Replacement APs will have mGig ports on them. Do you anticipate a need for mGig switches? If so, we'll need to know which switches have APs connected, and how many APs.

A19. We currently use Cisco 9300/9200L mGig switches for our AP environment. The number of APs per switch will vary between IDF locations at a site.

Q20. (Page 9 of 42) Evaluation Factor 2:Experience/References states that we need to include e. References from at least three (3) other agencies, preferably school districts for which similar services are currently being performed or services which have been performed in the past three (3) years. Provide this information on Attachment C. This section does not mention Attachment I. Should the 3 references we list in Attachment C also complete Attachment I and return it as instructed on the form?

A20. See A10. Yes, it can be the same three, please have the Agency reference submit Attachment I.

Q21. Minimum Requirements, Item F - Please explain, in depth, the required manufacturer onsite support coverage required.

A21. In the event an "emergency" situation cannot be resolved remotely within the 2hr request, it is our expectation to have onsite assistance if necessary to resolve disruptions impacting the entire school district and /or school site.

Q22. Do you require that the manufactures responding to this 470 have WiFi-alliance Vantage certification thus guaranteeing full optimization for WiFi-6?

A22. We expect manufacturers & products deployed in our environment to align with Industry Standards & best practice design/features for long-term optimization and reliability. In most cases, this would comply and align to WiFi Alliance.

Q23. Do you require a WiFi 6E access point in the proposal?

A23. A WiFi 6E access point is not required in this proposal, since it may not be available for consumer pricing.



St. Lucie Public Schools

SUPERINTENDENT

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****** RFP DUE DATE IS January 4, 2022, 3:00 P.M... ****.**

Name (Please Print)

Company Name

Signature (Authorized Representative of Company)

Date

Failure to file a protest within the time prescribed in s. 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. (Note: Florida Statutes 120.57(3) and School Board Policy 7.701 contain entire procedure for filing).