

1. INTRODUCTION AND GENERAL INSTRUCTIONS

- A. The North Olympic Library System (NOLS or the "Library"), announces requirements for
- B. All qualified individuals and firms interested in providing these services to the Library are invited to respond to this Request for Proposals.
- C. The Library reserves the right, without penalty, to add, remove, modify or otherwise update the RFP in any way the Library sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.
- D. This invitation does not commit the Library to pay any costs incurred in the preparation of proposals nor commit the Library to select any proposer that responds.
- E. The Library reserves the right to waive any irregularities or informalities in procedure and to reject any or all proposals without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel the project with or without reason.
- F. Vendors participating in the bidding process must have a valid SPIN (Service Provider Identification Number) provided by USAC (The Universal Service Administrative Company). Vendors should include their SPIN in any correspondence with NOLS.
- G. Vendors and consultants shall comply with all management and administrative requirements established by the Washington Administrative Code (WAC), and the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

2. HOW TO RESPOND TO THIS RFP

- A. Questions about this RFP: All questions should be directed to Tim Gort, Library IT Specialist at: gkitts@nols.org. NOLS reserves the right to share its answers to questions with other proposers if it is determined that the answer would give unfair advantage to one proposer. Questions may be submitted no later than Tuesday, February 09, 2016.
- B. Proposal submission: To be considered for selection, proposers must submit a complete response to the RFP as defined in this section. Responses are to be in MS Document (.doc or .docx), Adobe PDF (.pdf) or Rich Text Format (.rtf). Proposals are to be emailed to gkitts@nols.org. In addition, to assure proper receipt of your proposals through our email system:
 - Do not use superfluous dots in the names of any file attachments.
 - Do not attach archives (.rar, .zip, etc.); only documents should be sent.
- C. Proposal must be received on or before 4:30pm Pacific Standard Time on Tuesday, February 23, 2016. Confirmation of receipt of email submissions are the responsibility of the vendor.
- D. If/when physical correspondence is necessary, you can use the following address:

Gabe Kitts, IT Manager
North Olympic Library System
2210 South Peabody Street
Port Angeles. WA 98362

3. TIMELINE

- A. The Library intends to install, configure and begin using the new equipment starting in July of 2016 and requires the contract and/or service start dates to be on or after July 1, 2016. Payments are to be made for products and/or services on or after July 1st, 2016.
- B. Important aspects of the bidding process are to take place on the following dates:
 - 2016-01-12 - RFP and form 470 submitted. RFP questions may be submitted.
 - 2016-02-09 - Deadline for RFP question submission.
 - 2016-02-23 - Deadline for accepting bids.
 - 2016-02-24 - Bids will be solicited from vendors if one or zero bids have been received by the deadlines.
 - 2016-03-01 - We will finalize the scoring of received bids.
 - 2016-03-09 - We will start contacting winning bidders at this time to arrange for purchases and/or contracts.
- C. Proposals should be brief, concise and responsive to the specific requests in this section.
- D. Proposals should fully address all requirements under section 4. *SCOPE OF WORK*.

4. SCOPE OF WORK

- A. Context: The North Olympic Library System is a public library system providing services at four locations in Clallam County: Port Angeles, Sequim, Forks, and Clallam Bay. IT Staff have been making incremental upgrades to computing and networking infrastructure over the last few years as part of its ongoing long-term technology plan. The year of 2016 will see the North Olympic Library System undergoing another incremental networking infrastructure upgrade at most of its branches in order to reconfigure suboptimal installations as well as to add/upgrade hardware.
- B. Existing wireless networking configuration: We currently use a system of management software in the form of Ruckus Flexmaster, Ruckus ZoneDirector wireless LAN controllers, and several Ruckus ZoneFlex access points. The access points provide multiple WLANs so that both staff and patrons can use wireless in all areas of our branches. We currently have aging and outdated access points as well as wireless controllers and our goal is to make the whole system cover our library branches more reliably and for us to have greater control over the whole system from our main branch in Port Angeles. The following is a brief description of the UPS installations for the library.
 - 1. Port Angeles – Currently, there is one ZoneDirector wireless LAN controller to which three ZoneFlex access points are connected to provide a total of four WLANs to all interior areas of the main branch. Adequate coverage is lacking in some areas of the library.
 - 2. Satellite Branches – The branches in Sequim, Forks and Clallam Bay are each served by ZoneDirector to which one access point is connected. This is adequate due to the size of these branches, but newer and more manageable components are required.
- C. Vendor's tasks: Vendors that can demonstrate the ability to deliver the proposed equipment and can provide references and examples of similar installed products are asked to submit a proposal with a detailed price quotation for a complete solution that includes the following:
 - 1. Provide hardware solutions that meet the functional and technical requirements defined in this document. When an item requires compatibility with a specification or hardware system, the vendor is giving a guarantee that proposed products/solutions are

- compatible. The vendor can inquire as to any particular details of what is required to meet compatibility.
2. Provide information on items cited in Section 5. *EQUIPMENT LIST AND FEATURES*.
 3. No training or installation services will be required.
- D. Technical requirements: The requested equipment must meet the following technical requirements as specified in Section 5. *EQUIPMENT LIST AND FEATURES*.

5. EQUIPMENT LIST AND FEATURES

- A. Address each item listed below indicating relevant details, and whether a feature is unavailable or is an add-on option. All proposals are to contain only new items; No “open box”, display models, or refurbished items are acceptable regardless of apparent condition or warranties.
- B. All devices to be procured must be compatible with and must be manageable by our preexisting Ruckus FlexMaster management software.
- C. Wireless Controllers
 1. Managed Wireless LAN Controller
 - a. Quantity Required: 4
 - b. Must be manageable by Ruckus FlexMaster.
 - c. Must have at least two Ethernet ports capable of 1000Mbps with RJ-45 connections.
 - d. Must have a console port with RJ-45 connection.
 - e. Must be able to manage at least 5 managed access points in stock configuration.
 - f. Must have the option to monitor at least 25 managed access points.
 - g. Must support a minimum of 100 WLAN's.
 - h. Must support a minimum of 1000 stations/clients.
 - i. Must support load balancing.
 - j. Must have DHCP server capability.
 - k. Must allow for performance monitoring and statistics.
 - l. Must have rogue access point detection and display.
 - m. Must support the following wireless security protocols at a minimum: WPA, WPA2, 802.11i.
 - n. Must support the following Wireless Intrusion Detection features: DoS attack prevention, Evil-twin/AP spoofing detection, Ad hoc detection, Password guessing protection.
- D. Access Points
 1. Managed Access Point
 - a. Quantity Required: 5
 - b. Must be manageable by either Ruckus ZoneDirector or Ruckus FlexMaster.
 - c. Must have at least two Ethernet ports capable of 1000Mbps with RJ-45 connections.
 - d. Must be PoE (802.3af) compliant.
 - e. Peak and idle power consumption not to exceed 5 and 15 watts respectively
 - f. Must adhere to the following Wi-Fi standards: 802.11a, 802.11b, 802.11g, 802.11n, 802.11ac.
 - g. Radio Chains: minimum 2x2
 - h. Spatial Streams: minimum 2
 - i. Must employ adaptive antenna arrays for flexible coverage.
 - j. Antennas must provide full omnidirectional polarization diversity.
 - k. Must support a minimum of 4 WLANs (SSIDs) on the 2.4Ghz band and a minimum of 4 WLAN's (SSIDs) on the 5Ghz band.

- l. Must support a minimum of 400 stations/clients.
- m. The following wireless security protocols must be supported at a minimum: SPA-PSK, WPA-TKIP, WPA2 AES, 802.11i.
- n. PHY Data Rates to be 400 Mbps or better for the 2.4Ghz band and 1000Mbps or better for the 5Ghz band.
- o. Must transmit maximum power output of at least 24dbm on the 2.4Ghz band and at least 22dbm on the 5Ghz band.

7. SELECTION PROCESS

- A. Proposals will be evaluated by the Manager of the IT Department and the Library System Director. Proposals will be evaluated on the basis of vendor qualifications and capacity to deliver the proposed system; how well the proposed system fulfills the Library's communications needs; flexibility and usability for staff; vendor's ability to deliver a products/solutions that operate successfully, on schedule; and any other factors deemed relevant and in the best interests of the Library. In addition, as per USACs (the Universal Service Administrative Company) mandate, cost will be the most heavily weighted of all metrics used in the selection process.
- B. Final selection will be based on the evaluation of proposals, and vendors may be requested to provide additional information after submitting proposals and prior to final selection. A negotiation phase of this process may commence prior to final selection. The vendor selected by the IT Manager and Library System Director will be awarded a contract.