



DANE COUNTY
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

REQUEST FOR PROPOSAL (RFP)

Revised 06/2021

RFP NUMBER: **121069**

RFP TITLE: **Ruckus Network Monitoring
and Maintenance**

RFP DEADLINE: **November 5, 2021
2:00 p.m. (CST)**

**PROPOSALS
MUST BE
UPLOADED TO:** **Purchasing Bid Dropbox
www.danepurchasing.com**

Late, faxed, mailed, hand-delivered or unsigned proposals will be rejected

**VENDOR
CONFERENCE:** **October 7, 2021, 10:00am
Administration Building, 1919 Alliant
Energy Center Way, Madison**

DIRECT ALL INQUIRES TO:	Megan Rogan Purchasing Officer (608)283-1487 rogan.megan@countyofdane.com www.danepurchasing.com
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PROPOSAL SUBMISSION CHECKLIST

- | | | |
|---|--|---|
| <input type="checkbox"/> Update Vendor Registration | <input type="checkbox"/> RFP Response
(Separate from Cost Proposal) | <input type="checkbox"/> Upload RFP Response
and Cost Proposal to
Purchasing Bid
Dropbox |
| <input type="checkbox"/> Read Entire RFP Document | <input type="checkbox"/> Cost Proposal
(Separate from RFP Response) | |

DATE ISSUED | September 21, 2021

Table of Contents

- 1.0 RFP OVERVIEW**
 - 1.1 Introduction
 - 1.2 Clarification of the Specifications
 - 1.3 Vendor Conference
 - 1.4 Calendar of Events
 - 1.5 Evaluation Criteria
 - 1.6 Submittal Instructions
- 2.0 PROJECT OVERVIEW AND SCOPE OF SERVICES**
 - 2.1 Definitions and Links
 - 2.2 Scope of Services/Specification Overview
- 3.0 PROPOSAL PREPARATION REQUIREMENTS**
 - [3.1 Attachment A – Vendor Information](#)
 - 3.2 Table of Contents
 - 3.3 Overview
 - 3.4 Organization Capabilities
 - 3.5 Staff Qualifications
 - 3.6 Maintenance Program – Ruckus Maintenance & Monitoring
 - 3.7 Network Monitoring/Backup Management Services and Software
 - 3.8 CloudPath System Maintenance and Support
 - 3.9 Proposer References

1.0 RFP OVERVIEW

1.1 Introduction

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal according to the specifications set forth within this document.

The County intends to use the results of this process to award a contract or issue of purchase order for the product(s) and or services(s) stated.

The Dane County Purchasing Division is the sole point of contact for questions and issues that may arise during the RFP process.

1.2 Clarification of the Specifications

All inquiries concerning this RFP must be **emailed** to the **person indicated on the cover page** of the RFP Document.

Any questions concerning this RFP must be submitted in writing by e-mail on or before the stated date on the **Calendar of Events** (Section 1.4).

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposer should immediately notify the contact person of such error and request modification or clarification of the RFP document.

Proposers are prohibited from communicating directly with any employee of Dane County, except as described herein. No County employee or representative other than those individuals listed as County contacts in this RFP is authorized to provide any information or respond to any question or inquiry concerning this RFP.

1.3 Vendor Conference

A vendor conference will be held to respond to written questions and to provide any needed additional instruction to vendors on the submission of proposals. All vendors who intend to respond to the RFP are **strongly encouraged** to attend the vendor conference.

1.4 Calendar of Events

Listed below are specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the County. In the event that the County finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing an addendum to this RFP and posting such addendum on the Dane County [website](#). There may or may not be a formal notification issued for changes in the estimated dates and times.

DATE	EVENT
September 21, 2021	RFP Issued
October 7, 2021	Vendor Conference (9:30am)
October 22, 2021	Last day to submit written inquiries (2:00 p.m. CST)
October 26, 2021	Addendums or supplements to the RFP posted on the Purchasing Division website
November 5, 2021	Proposals due (2:00 p.m. CST)
November 2021	Interviews (if needed)
December 1, 2021	Vendor Selection/Award

1.5 **Evaluation Criteria**

The proposals will be scored using the following criteria:

Proposal Requirements	Percent
Organizational Capabilities (Section 3.4)	15%
Staff Capabilities (Section 3.5)	15%
Maintenance Program (Section 3.6)	15%
Network Monitoring/Backup Management (Section 3.7)	15%
CloudPath System Maintenance and Support (Section 3.8)	10%
Cost	Percent
Cost (Section 4)	30%
Total	100%

1.6 **Submittal Instructions**

Proposals must be received in the Purchasing – Bid Dropbox located on the www.danepurchasing.com website no later than the date and time indicated within the RFP Deadline field on the RFP Cover Page or addenda. Late, faxed, mailed, hand-delivered, or unsigned proposals will be rejected unless otherwise specified. Dane County is not liable for any cost incurred by proposers in replying to this RFP.

All proposals must be saved in PDF format unless otherwise specified within the RFP document and the file name shall include the RFP# and name of business submitting proposal.

Example of how to name the files:

120012 – Vendor Name – RFP Response

120012 – Vendor Name – Cost Proposal

To Submit a Proposal:

1. Go to www.danepurchasing.com and click on Purchasing – Bid Dropbox or click on the Open RFP's and Bids page link.
2. Click on the Submit a Bid button within the green Purchasing Bid Dropbox.
3. Type in the Email, First Name, Last Name and Company information and click Continue.
4. Drag and drop the RFP files one at a time into the “Drag files here” box.
5. After all files have been placed into the “Drag files here” box, click on the blue Upload button.
 - a. The file upload status can be seen for each document uploaded.
 - b. After each document reaches 100%, it will say “Uploaded”.
6. Confirm all files have been uploaded and then close out of the window.

2.0 PROJECT OVERVIEW AND SCOPE OF SERVICES

2.1 **Definitions and Links**

The following definitions and links are used throughout the RFP.

County: Dane County

County Agency: Department/Division utilizing the service or product.

Dane County Purchasing website: www.danepurchasing.com

Fair Labor Practices websites: www.nlrb.gov and <http://werc.wi.gov>

Purchasing

Proposer/Vendor/Firm/Contractor: a company submitting a proposal in response to this RFP.

2.2 **Scope of Services/Specification Overview**

The Alliant Energy Center of Dane County (AEC) is located in beautiful Madison, Wisconsin and serves as a multi-building entertainment venue for expositions, conventions, conferences, meetings, banquets, consumer shows, outdoor events, concerts and much more. The campus encompasses 164 acres and features Veterans Memorial Coliseum, Exhibition Hall, Willow Island, the New Holland Pavilions, and the Arena Building.

The AEC offers its customers supreme on-site amenities including ample parking with 5,800 paved and lit parking spaces, a full range of audio-visual equipment, high speed internet connections, and experienced staff. Visiting patrons, customers, and exhibitors enjoy the excellent location of the AEC, located at the gateway to Madison, Wisconsin, a city that consistently ranks as a top destination.

The AEC has a Ruckus wireless system throughout the campus to provide high quality wireless internet services to our clients and guests. This system requires maximal up-time in order to ensure quality services. The AEC has 68 access points (APs) that are running at all times, with an additional 12 that are activated during specific events. These APs are serviced through one of 13 Intermediate Distribution Frames spread across 4 buildings campus wide.

The AEC seeks a firm to provide Technical Engineer Support & Services to monitor and maintain the AEC's RUCKUS network. This should include the following

Maintenance Program – Ruckus Maintenance & Monitoring

The Maintenance Program is a proactive solution for Provider to monitor the health of AEC's devices and network hardware and identify issues before they become larger problems, causing downtime. The program will regularly check the status of Access Points and network hardware and run a series of check points on a weekly basis and provide a report of the health. Anything identified during the check shall be fixed as part of the monthly fee. Additionally, a 24x7x365 monitoring service that performs continuous real-time status checks of AEC's Access Points, which notify firm's personnel of any issues.

Network Monitoring/Backup Management Services and Software

The AEC is currently using Auvik Network Device Monitoring and Backup Software for 24/7/365 monitor and backup each network device. The responding firm should propose use of this software or like for continual monitoring and backup. This will allow for easy installation of new/replacement hardware and notify firm directly to where the network

SECTION 2 – PROJECT OVERVIEW AND SCOPE OF SERVICES

issue is located. Any proposed system should include any needed hardware to provide remote access into the network and the install location of the Auvik or like software.

Support of CloudPath System

The CloudPath system is used to maintain the AEC's Ruckus system. AEC needs assistance to maintain, supplement, and troubleshoot the CloudPath system.

The AEC is seeking the following:

- **Instantly** see everything on AEC's network, across all locations, in a single dashboard.
- **Proactively** manage and troubleshoot network infrastructure, to catch issues before they affect users.
- **Quickly** identify what's causing network issues—from bad cables to bottlenecks—and shorten time to resolution.
- **Efficiently** monitor the network, without wasting time configuring and maintaining legacy on-prem systems.

On an as needed basis, the firm shall provide the following services:

1. Provide a health assessment of the system prior to large events (list provided by County)
2. Provide onsite staff support for large events as requested (60 day notice) by County
3. Ensure that all licenses, security settings, and equipment/technology is up-to-date, safe, secure, and operating efficiently
4. Ensure that all passwords, logins, equipment configurations, facility layouts, and IP addresses remain confidential

In providing these services, the firm shall have the ability to provide remote and on-site support on an on-call basis, ensure the firm's technicians are well-versed and familiar with or have the necessary system documentation, wear identifiable badging and/or clothing to identify them as employees of the firm. Firm must be located within one hour of the AEC and able to provide emergency services within two hours at times of critical need.

3.0 RFP RESPONSE PREPARATION REQUIREMENTS

Proposals shall be organized to comply with the section numbers and names as shown below. Each section heading should be clearly marked. Graphics may be included. The RFP sections which should be submitted/responded to are:

3.1 Attachment A – Vendor Information

3.2 Table of Contents

Provide a table of contents that, at a minimum, includes all of the sections as identified below. Listings of sub-sections and graphics/tables also may be included. Section dividers are encouraged.

3.3 Overview

Provide a one page overview of the firm's interest in providing Ruckus network maintenance and monitoring services for the Alliant Energy Center

3.4 Organization Capabilities

Describe the firm's experience and capabilities in providing Ruckus network system maintenance and monitoring. Include the locations of the firm's offices and response time for regular calls and for emergencies as well as number of staff, locations which will serve the AEC.

3.5 Staff Qualifications

Describe the firm's experience and capabilities in working on Ruckus networks. Include copies of certifications for staff members likely to work for the AEC and the number and location of the Ruckus technicians.

3.6 Maintenance Program – Ruckus Maintenance & Monitoring

Provide a description of how the firm will perform the Ruckus maintenance and monitoring needed to maintain a minimum of 95% up-time for the AEC. Include how 247/365 network monitoring will be completed and where the monitoring is located.

3.7 Network Monitoring/Backup Management Services and Software

Provide a description of how the firm will perform the Ruckus maintenance and monitoring needed to maintain a minimum of 95% up-time for the AEC.

3.8 CloudPath System Maintenance and Support

Provide a description of how the firm will perform the CloudPath maintenance and monitoring needed to maintain a minimum of 95% up-time for the AEC.

3.9 Proposer References

Proposers must include in their RFPs a list of organizations, including points of contact (name, address, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project.