Q: In the bid it says to put all monetary amounts both numerically and written out. In the table on page C-2 there is no room to write out the amount. How should we handle this?

A: Numeric responses are appropriate. *Please note that detailed information must be provided within the required Excel document.

Q: Our Corporation does not have a secretary, can another officer sign as witness?

A: Yes, provided they are duly authorized officers of the corporation and the Proposal Form is affixed with the Corporate Seal.

Q: In section G labeled “References”, page B-4, the bid states “all current service contracts in PA, to a maximum of 25 Education facility contracts” and “all service contracts in PA that have expired or been terminated in the past 3 years”. Can you clarify what you mean by “service contract”? Am I correct in assuming you’re requesting up to 25 education reference accounts to be included in the response? Additionally, you’re also looking for anyone in PA that was a customer but stopped being a customer within the last 3 years? Additionally, for the service contracts that have expired or terminated, are you looking for only educational facilities or do you want all types of facilities?

A: Service contract as defined as: An agreement where you (the bidder) provides for the maintenance and/or servicing over a specified period.

- The request is for current service contracts with like-sized educational institutions, not to exceed 25 references. (You may provide only those which are with like-sized schools and similar in scope and range as the proposed project).
- Yes – expired service contract with PA educational institutions only.

Q: There is confusion on the number of references required for this response. Page 7 asks for all service contracts, up to a maximum of (25). Page 38 requests (3) references of comparable higher-ed institutions. Can we get clarity on what is required?

A: The requests are similar but vary slightly.

- Page 38 of the RFP requests the names of three (3) institution of higher education that are utilizing the solution you are proposing (with like sized needs). Please provide the institutions and a contact.
- Page 7 requests a listing of current service contracts with PA educational institutions. Service contracts can be for services/products you are providing which are not necessarily the solution you are proposing.

Q: The RFP asks for pricing back in two different places (C-2 and in spreadsheet). Which is it?

A: Both.

- The Excel document must be completed and submitted with the proposal.
- The Proposal Form must also be completed. Please note that the Excel document is more comprehensive and requires greater detail than the Proposal Form (C-2). The Proposal Form serves as a summary to the Excel workbook.
Q: The bid states “Vendors have the option to respond to either the wireless portion of the RFP, the network access control portion of the RFP, or both”. Can you confirm if I submit a response for both portions that my responses will still be looked at individually?

A: Yes, we will look at both portions of the response and reserve the right to choose one portion of the response from one particular vendor.

Q: There is confusion on the number of copies of the RFP response are required. Page 8 requests an original and (4) copies, for a total of (4). Is it actually the original and (3) copies for a total of (4), or the original and (4) copies for a total of (5)? Further, on page 38, there is a request for one electronic copy requested and (3) printed copies. Can the number and type of responses required be clarified, please?

A: An original and three (3) copies for a total of four (4) hard copies; one (1) electronic.

Q: Pricing for my solution is based on the number of devices and without that information I cannot quote correctly, what is the best way to proceed?

A: On page G-3, we recommend using 8,000 active devices or 15,000 active users for the purpose of pricing the response.

3.2 Anticipated NAC Infrastructure

System and licensing to support 8,000 active devices and/or 15,000 active users.

Q: In section 3.2 “Anticipated NAC Infrastructure”, it states “System and licensing to support 8,000 active devices and/or 15,000 active users”. Will the 8k active devices be concurrently active?

A: For purposes of the RFP response, please assume that the 8000 active devices will also be concurrently active.

Q: How many unique college-member MAC addresses are seen on campus in a 7 day period?

A: This data is not available, but please use the above 8,000 active devices and or 15,000 active users for pricing.

Q: What is the average number of guest devices expected in a 7 day period?

A: We don’t currently have a mechanism to measure this as we do not support guests per se.

Q: What is the central college identity store? Active Directory or other?

A: Active Directory

Q: How many desktop and laptops will be forced to perform posture checking?

A: Expectation is that all devices would be expected to perform posture checking, so assume 8000 devices.

Q: Is EAP-TLS certificate authentication desired for all or some portion of college member devices on the wireless network?

A: Yes, we utilize EAP-TLS for some portions of our network and the system should have the capability to implement this method of authentication.
Q: Is the expectation that the onboarding software and the process of onboarding will generate and install a unique device certificate that will be used for future wireless authentication for college member devices?

A: This feature would be nice to have if it makes management of certificates easier, however it is not required. We currently have the ability to issue certificates from our organizations certificate authority.

Q: If the answer to above question is no, what is the desired end result of the wireless configuration (onboarding) software? For example, would this process simply configure appropriate wireless networks on the devices?

A: At this point, the desired end result would be to configure appropriate wireless networks on the devices.

Q: Is 10Gbps connectivity desired for the controllers? If yes, please specify the media type.

A: In anticipation of higher bandwidth requirements for 802.11ac, 10Gbps connectivity would be preferred, we have the switching infrastructure to support any media type that uses a cisco compatible SFP.

Q: What ceiling types would AP’s be mounted to? Hard ceiling, drop tiles (flush mount, silhouette, interlude)?

A: AP’s would be mounted an assortment of ceiling types, but the majority of the locations would be grid mounted in a drop ceiling environment.

Q: Are there any areas where AP’s cannot be ceiling mounted?

A: Please assume that all AP’s will be ceiling mounted.

Q: For VoIP, is there Lync integration? If not, please specify the protocol in use at MCCC.

A: The organization does use Lync, however we don’t have any requirements to establish integration with this project. MCCC uses MGCP & SIP protocols.

Q: What type of load balancing appliances are in use at MCCC? Is the desire to load balance RADIUS requests?

A: We do not currently load balance our Radius requests through a load balancer, but take advantage of the primary/secondary options on the Cisco wireless infrastructure.

Q: What Virtualization server platform is deployed at MCCC?

A: Please ensure that any response includes support for both VMware and/or Hyper-V.

Q: How are devices that do not support 802.1X (gaming systems, printers, etc.) handled at MCCC?

A: Please consider non 802.1x devices as out of scope for the RFP response.

Q: Is NAC desired on both wireless AND wired access layers?

A: Our long term goal is to support NAC on both wired and wireless, so please ensure your response addresses how your solution addresses this.
The RFP asks for pricing on 400 Access points.

Please assume that these 400 access points are installed in new locations and existing access points will be left in place as we migrate.

The RFP gives no distinction on the amount of spatial streams per access point. Do you want 2x2, 3x3?

Please respond to the RFP with pricing for a quantity of 400 for both 2x2 and 3x3 access points.

The RFP requests costs for installation. Should we calculate this based on off-hours work?

No, please assume that all installations will occur during normal business hours.

What does the resultant product need to accomplish in regards to Device Tracking?

We are familiar with the device triangulation technologies that are available either through traditional 802.11 or Bluetooth, so we are looking for what the capabilities are from your solution and if there are additional add-ons needed to accomplish it.

Are install switch ports POE+?

Yes, all switches currently deployed at the college are POE+.

It is mentioned that Aps should comply with the 802.3af and 802.3at standard. Which is it?

We asked the question in the RFP to allow us to ascertain the power impact to our POE environment, so please detail what standard your devices comply with and the expected power draw your device is during normal use and any energy saving mode.

How will we evaluate the RFPs?

As per the RFP, we will evaluate based on the following:

- Total cost of ownership
- End user experience
- Ease of management
- Implementation simplicity
- Integration capabilities (with existing college solutions)
- Potential for future innovation
- Experience of manufacturer and vendor in higher education
- Compliance with current security standards

Should the response include 802.11 ac Wave 2 pricing?

If your solution currently has a Wave 2 option, we would like to see pricing for that in addition to any Wave 1 options. If you do not currently have Wave 2 support in your solution, please explain in as much detail as you can (minus an NDA) to allow us to evaluate your future support for the standard.

Will you be trading in your existing equipment?

We will explore trade in options post RFP award.