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To: All Vendors

From: Melissa Hirsch  
Director, IT Strategic Planning and Business Management

Date: January 6, 2021

Re: Addendum #1 to RFP 21314 Network Equipment and Cabling Service for  
Cleveland Metropolitan School District

***This addendum supplements and amends the original specifications. Receipt of this addendum must be noted in the proposal submittal***

Addendum #1 includes the following:

- Pre-proposal attendance sheet
- Response to submitted questions
- RFP proposal format

***End of Addendum #1***

**Network Equipment and Cabling Pre-Proposal Meeting 12/29/20; 3:00 p.m. Conference Call**

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Cassandra Baumhardt	Space Bound Solution	Sales
Amy Hazzard	Insite	SLED Field Account Executive
Jim Auer	Warwick	Senior Technology Consultant
Valerie Thomas	MAC Installations	Office Coordinator
Patrick McGee	ENA	Manager of Customer Services
Terry Guilyard	ENA	Program Manager
Dan Crowley	ENA	Senior Solutions Engineer
Brandon Fyffe	ENA	Proposal Program Manager
Dedra Ross	CMSD	Erate Specialist
Alexander Clark	CMSD	Executive Director of Service Delivery
Carlos Guajardo	CMSD	Unified Communications Spec
Ahmad Alaraj	CMSD	Quality Manager
Shanetta Harris	CMSD	Budget Analyst

<b>Network Equipment and Cabling Service Questions and Answers</b>		
	<b>Question</b>	<b>Answer</b>
1	Are you expecting responses via email, or physical printed materials?	We are only accepting responses via email. dedra.ross@clevelandmetroschools.org
2	Can you provide a building maps, I was unable to access them on your website?	Building maps will provided to the awarded vendor.
3	Can we bid on only the structured cabling and not bid the network equipment?	Yes
4	What type of ceilings do the buildings in the district have?	CMSD has various types of architectural design for its buildings.
5	Can we use existing pathways or would this be a new installation?	Yes, existing pathways are to be used as much as possible. Any new pathways will need to discussed with CMSD.
6	Will CMSD accept responses that respond to certain components of the RFP and not all services listed? For example, can you respond to AP and Switch install and not cabling or equipment?	Yes
7	Is CMSD open to the potential of awarding services to multiple vendors for different service categories under this RFP?	Yes
8	Where in our response should vendors place the completed Appendix F? It is not mentioned in the required response format.	See the proposal format structure below
9	Who provides patch cables for APs and switches (vendor(s) or CMSD)?	Vendor
10	Who patches the APs to the switches (vendor(s) or CMSD)?	Vendor
11	Are heat maps required after installation? If so and APs have to be relocated based on the heat maps, who is responsible for moving them?	Yes, The Vendor
12	What warranty is required on work performed?	All work performed will require a one-year warranty at vendor's expense
13	Who is responsible for AP mounting hardware (vendor or CMSD)?	The Vendor

14	Is AP labeling required? If so, who is responsible for printing/attaching the labels to the APs (vendor or CMSD)?	Yes. The Vendor according to CMSD standards for labeling
15	Is the AP installation vendor required to provide "as-built" drawings?	Yes
16	What manufacturer certifications are vendors required to have (i.e., Cisco Meraki)?	All Industry standard certifications for completing the request
17	The following questions are based on the following statement from page 77, "Note: APs provided via current CMSD stock and only require swap in place based on design including additional devices if required."	
18	a. What cabling is required if the new APs are installed "in place"? Will existing cabling not be reused?	CAT 6 cabling is required for any new AP connections
19	b. Since the new APs are to be installed "in place", what is meant by "based on design"? will there be a new design that places the new APs in locations that are different than the existing APs? If so, who creates that design (CMSD or vendor)?	CMSD will provide the Heat Maps and Design to the awarded vendor for the work to be completed
20	c. Are "additional devices" included in the AP count (1970)? If not, how many additional APs are to be installed?	Any additional Aps will be determined based on CMSD's approved designs.
21	The following questions assume the RFP is awarded to multiple vendors:	
22	a. Who will configure the switches (vendor or CMSD)?	CMSD
23	b. Who will configure the APs (vendor or CMSD)?	CMSD
24	c. What are the vendors' responsibilities pertaining to removal and disposition of the old APs?	CMSD will provide Speed Packs and designate an area for removal of equipment
25	d. Who will patch the APs in the closets (cablemen, switch installers, other)?	Vendors
26	There are four (4) different model fiber SFP's listed and the MS225 switches have four SFP+ ports. Can you estimate quantity and type needed for installation?	Quantity to be determined by CMSD provided design. MDF will have copper SFPs and IDFs will have fiber SFPs. Switches are to be stacked to reduce SFP count.
27	Can you confirm if one (1) 40GbE QSFP stacking cable need per switch?	Yes

28	What grade of cable is requested in the RFP for wiring the APs(ie. Cat 5e, CAT6, etc.)?	CAT 6 is required for all new AP connections
29	Do you have available patch panel ports to terminate these AP cable runs?	If additional patch pane ports are need a new patch panel will be required.
30	If we have to provide a patch panel, do you have rack space in these closets where the APs will be terminated?	Space can be made additional patch panels.
31	Do you have rack space in these closets for the new switches?	Existing AP switch will be replaced with new AP Switch
32	Who is supposed to provide the fiber patch cords between the new switches and the fiber patch panels? If it is us, what format is the terminations used on the fiber patch panels by CMSD?	Vendor. MDF will have copper SFPs and IDFs will have fiber SFPs.
33	Who is supposed to provide the copper patch cords between the new switches and the copper patch panels for the APs?	Vendor.
34	Are we going to be allowed to do this work during normally business hours of 7AM to 4:30PM? Or will we have to run cables outside those hours?	Hours will vary based on school, school activity and Custodial Staff hours All installations will be coordinated with CMSD.
35	Do all 1,970 potential APs need a new cable run?	No, only as identified.
36	Are the new proposed switches only included to support the APs or will existing non-AP devices have to be migrated off their old switch and onto the Meraki?	Since all Aps are to be replaced or added they will migrate from the old switch to the new switch
37	If we are moving non-AP devices over to these switches, do you have documented configurations for those requirements or will we have to consult on setting up the network for those non AP devices.	Awarded vendor will consult with CMSD on the setup of the Network.
38	Section 1.7 states "maintain required network equipment". Is this just the new items that we are proposing? Or will we have to maintain existing items plus new items? If we have to maintain existing items, do you have a list of those items?	Maintain new equipment.

39	How do we show ongoing support charges on your pricing matrix Appendix I?	Maintenance of Network equipment will be handled by CMSD's Managed Service Provider.
40	Do you have specific requirements for ongoing maintenance for Service level agreements? Ticketing system? Term of the agreement (I think it implies 1 year) and Escalation?	Maintenance of Network equipment will be handled by CMSD's Managed Service Provider.
41	Will you provide wireless network configurations for us to use or are we supposed to design that for you?	Awarded vendor will consult with CMSD on the setup of the Network.
42	Are their wireless network security specifications that need to be met? Will those be provided?	Wireless network security is already established in CMSD's Network Infrastructure. New Aps will be added to the existing environment. CMSD will be responsible for the turnup of the APs
43	Are vendors permitted to bid on just the requested technology hardware noted in the bid?	Yes, we reserve the right to award the service in whole or part

## **CMSD RFP RESPONSE STRUCTURE AND FORMAT**

Your response to RFP# 21314 MUST is to be presented in the format outlined on this page for it to be considered a valid response. All sections and subsections (if present) listed here must be completed.

Your response should also conform to the following requirements without exception: Responses to each section must be in your own words and should not be a rewrite of the CMSD wording.

Responses must follow the order, sectioning and numbering displayed below. Only the section headings and subheadings shown below must accompany your responses. Do not include CMSD's Description of the requirement. A response is considered valid when it is at least one full sentence and does not simply acknowledge the subject; as in, "Understood", "Will Comply", "Agreed" etc....

Each page of your response should be numbered consecutively without any breaks or restarts, starting with page 1. If you need to reference un-numbered pages such as graphics, charts etc.... they should be included in an appendix and clearly identified by section, heading and reference note.

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### **\*\*\*\* IMPORTANT \*\*\*\***

The following template/information is provided as a strict guide as to how a response is to be structured. All sections must be present and complete. All provided forms must be filled out. Missing information may constitute an incomplete response and risk not being considered by CMSD.

### **SECTION I: TRANSMITTAL COVER LETTER**

- See Proposal Requirements

### **SECTION II: PURCHASING DEVISION INFORMATION**

- A completed set of Required Purchasing Division Documents as set forth in Part 1 of this RFP

### **SECTION III: GENERAL REQUIREMENTS**

- **Sub-section A: Executive Summary** – Information about the firm's history, structure, organizational metrics, and qualifications for fulfilling CMSD's requirements
- **Sub-section B: Business Tenure and Financial Stability** – Describe, in years, your company's business tenure. Include information about the company's financial structure and viability, particularly as it relates to fulfilling a multiple year agreement.
- **Sub-section C: Customer References** – Provide X number of customer references that directly relate to the services outlined in this RFP. If your company does not have any direct related references, provide X number of closely related services customer references.

- **Sub-section H: Experience** – Detail your company’s direct experience in the K-12 education industry. If your company does not have any experience in K-12, provide information for direct or indirect experience in the education or government industries. **Sub-section D: Management Support Services** – Provide information about staff, project, issue, performance, quality, and risk management methodology
- **Sub-section E: Security** – Provide information about your company’s policies, practices, and standards for maintaining the confidentiality and integrity of client’s data, intellectual property, and trade secrets.
- **Sub-section F: Risks** – Provide your company’s evaluation of the greatest challenges and risks associated with the particular service(s). Include suggestions for mitigating risk. **Sub-section G: Dispute Resolution** – Provide detailed information about your company’s standard dispute resolution methodologies.

#### **SECTION IV: SCOPE OF WORK**

- Please make sure to specifically address each of the minimum requirements listed in the RFP.
- Please include information for any standard Service Level Agreements.
- Please place Service Level agreement credits in the SLA credit form provided in the RFP
- Failure to do so may constitute an incomplete response

#### **SECTION III: E-RATE**

- Detail your company’s demonstrated E-rate experience.

#### **SECTION IV: COST OF SERVICE**

- All prices must clearly delineate all costs including E-rate eligible and ineligible components.
- All prices must be line itemized, where applicable.
- All pricing should be in a **separate attached document** using the RFP pricing sheet