



## **Request for Proposal**

**PREPARED BY:**

Regional Income Tax Agency  
10107 Brecksville Road, Brecksville, OH 44141

**PROJECT TITLE:**

Wireless Network (WLAN) Project

**ISSUED DATE:**

September 29, 2023

**RESPONSES DUE DATE:**

October 18, 2023

# REGIONAL INCOME TAX AGENCY

## Wireless Network (WLAN) Project Request for Proposal

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Friday, September 29, 2023

The Regional Income Tax Agency (RITA, the Agency) is seeking proposals for a Wireless Network (WLAN) Project.

Proposals are to be submitted electronically to [rfp@ritaohio.com](mailto:rfp@ritaohio.com) no later than October 18, 2023.

If your firm is interested in submitting a proposal, please execute the attached Mutual Non-Disclosure Agreement and return it to John Evans, Senior Systems Administrator, at [rfp@ritaohio.com](mailto:rfp@ritaohio.com).

Upon successful execution of the attached Mutual Non-Disclosure Agreement, Mr. Evans will provide a technical addendum on existing hardware and software information as well as building diagrams. Site visits are encouraged and can be scheduled by sending an email to [rfp@ritaohio.com](mailto:rfp@ritaohio.com).

Potential vendors may direct questions or requests for clarification to Mr. Evans at [rfp@ritaohio.com](mailto:rfp@ritaohio.com) through Friday October 13, 2023. A copy of the questions and requests received, along with RITA's responses, will be provided to each party that has executed a Mutual Non-Disclosure Agreement, without identifying the source of the question or request. To the extent possible, you are asked to compile your questions and requests and submit them all at one time.

Please be aware that the Agency reserves the right to reject any and all proposals, or any part of any proposals, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency deems to be in the best interest of the Agency.

Cordially,

Amy Arrighi  
Executive Director

## **RFP Introduction**

The Regional Income Tax Agency (RITA, the Agency) is a governmental entity established to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employers withholding on salaries, wages, commissions, fees, and other forms of compensation. The tax is also collected from business entities based on net profits.

As of 12/31/2022, there are over 410 taxing jurisdictions in 78 counties served by the Agency (just over 50% of all taxing jurisdictions in Ohio with an income tax), and total annual tax collections are over \$2.1 billion.

The purpose of this RFP is to solicit proposals for a Wireless Network (WLAN) for RITA. The objective of the RFP is to provide vendors/respondents (vendors) with the minimum requirements necessary to partner with RITA on this project. While vendors are required to provide a response on this entire proposal, RITA reserves the right to award separate portions of the proposal to different vendors if applicable.

A contract shall be awarded to the most responsive and responsible vendor as soon as practicable after the opening of proposals. The vendor to whom the award is made shall enter into a written contract in a form acceptable to RITA within ten (10) days of notification of the award.

The Regional Income Tax Agency is not responsible for any costs incurred by the respondent in the preparation of a proposal. RITA reserves the right to negotiate with vendors submitting proposals to obtain the most favorable terms, conditions, and pricing for the Agency as determined by the Agency in its sole discretion. Also, as deemed in the best interest of the Agency by the Board of Trustees, RITA reserves the right to reject any or all parts of the proposals.

# Wireless Network (WLAN) Project Scope of Services and Requirements

## A. Objective

RITA is looking to implement and configure a wireless network in five office locations to provide business use mobility for approved mobile devices. These locations include Brecksville, Cleveland Hts., Worthington, Xenia and Youngstown.

This project will allow the Agency the following benefits:

- Provides a more flexible work environment allowing employees to undock from assigned work areas and move to meeting rooms.
- Supports a modern work environment that allows for employees to utilize collaboration spaces without the hindrance of wires.
- Allows for RITA board members to utilize personal mobile devices for onsite meetings to view electronic copies of documents.

All technical information regarding RITA's existing network can be found in the technical addendum to this RFP and will only be released to vendors who have a signed non-disclosure agreement in place with RITA for this project.

## B. Project Scope

The vendor will be required to provide comprehensive services which must include but are not limited to the following.

- 1) Conducting a site survey and assessment to determine the best locations for access points while minimizing the range that the broadcast of the wireless signal outside of each office building
- 2) Providing RITA approved wireless network equipment
- 3) Designing and installing a wireless network that meets the requirements in this RFP
- 4) Configuring the network to ensure optimal performance and security
- 5) Communicating and coordinating the installation with RITA and other parties
- 6) Remediate any findings from an independent security assessment and penetration test by a qualified third party
- 7) Providing training to our IT staff for deployment, management, and security of the Agency's wireless networks
- 8) Provide an as-built diagram and a baseline document of the settings implemented in the final configuration

The selected vendor(s) must be willing to work in a cooperative manner with the RITA staff and other parties working on behalf of RITA.

## C. Detailed Requirements

The items listed below are required features unless it specifically states that the feature is optional. The vendor must specifically address each bulleted item below in their response. Omission of a specific requirement will be considered to be a negative response.

1. Provide a summary of the proposal, background of your firm and number of years in business.
2. Provide a summary of your firm's experience implementing wireless networks. Include the number of wireless networks similar to the size of the wireless network RITA requires.
3. Provide a list of customers/references that would be similar in size or industry to our Agency.

4. Provide wireless coverage throughout the entire office space.
5. Wireless hardware components must be installed in RITA defined secure areas.
6. Provide the ability to manage wireless access points and signal strengths to help keep wireless coverage within the interior of the Agency's building (e.g. radio-frequency (RF) facilities analysis, structured AP placement and wiring, and antenna-pattern selection.)
7. Support the number of users at each location below and be scalable to support future growth.
  - i. Brecksville 150
  - ii. Worthington 50
  - iii. Cleveland Heights < 10
  - iv. Xenia (optional) < 10
  - v. Youngstown 50
8. Successful proposals must include cable drops to every proposed access point location. Additionally, it must also include patch cables from the access point to the drop location. Each cable drop should be terminated to a vendor provided 1u rack mount patch panel and vendor provided 1u cable management panel. RITA will provide patch cables from the switch to the patch panel.
9. Provide wireless intrusion detection and prevention system (WIDS/WIPS) capabilities.
10. Provide multifactor authentication capabilities.
11. Provide secure and segmented access for both RITA owned and non-RITA owned devices. Segmentation must be able to provide ingress and egress filtering.
12. Provide the ability to identify authorized mobile devices attempting to connect to the wireless network.
13. Identify and report on configuration changes.
14. Provide real-time alerts on system access, unauthorized access attempts and system health.
15. Provide historical reporting on system usage.
16. The design must be compatible with RITA's existing network as outlined in technical addendum to this RFP.
17. Provide performance benchmarks, monitoring tools, service uptime and intrusion attempt reports for all wireless access points and devices.
18. A project plan showing the order of the installation and a project timeline.
19. The installation of the wireless network must coincide with the renovation project currently ongoing in the Brecksville office.
20. RITA prefers to use wireless network equipment and software that is manufactured by or works well with the existing Cisco network platform it currently runs.
21. Train all Information Services administrators in preparation for the continued management and the proper maintenance of a wireless network.

## **D. Cost Structure**

The Agency requests that all costs and pricing be provided according to the sections listed below. This will allow the Agency to understand the cost breakdown based on the solution and any cost incurred during the lifetime of the contract. All pricing submitted as part of the vendor's response must be valid through 12/31/2023.

1. Total cost of the recommended solution
2. Professional services cost
3. Hardware costs (e.g. server hardware, networking hardware, appliance hardware)
4. Software costs
5. Maintenance costs

The proposed solution must also include a maintenance contract for the life of the solution and an End of Life (EOL) date of the solution.

## **Proposal Format**

Proposals must be submitted in the format and order outlined below. All proposals should present all information in a concise manner, neatly arranged, legible, and in terms understandable for evaluation. All information requested is to be addressed directly and completely.

It is more desirable to give additional information than less when the answer could be misinterpreted. There should be no attachments, enclosures, or exhibits other than those considered by the proposer to be essential to a complete understanding of the proposal submitted.

Each section of the proposal must be clearly identified with the following headings and in the order specified below.

### **A. Executive Summary**

The responding vendor shall provide an Executive Summary of two (2) pages or less, which gives in brief, concise terms, a summation of the proposal and why it is a good fit for RITA.

### **B. Proposal**

The vendor's proposal itself shall be organized in the following format and sequence:

#### ***Section I – Summary of Experience***

This section shall contain the full name and address of the vendor submitting the proposal and a brief summary of the vendor's corporate experience and each individual's experience for personnel who will be assigned to RITA's project. The summary should call out the use of any subcontractors or independent contractors that will be used to deliver the solution.

#### ***Section II - Scope of Service***

A description of services and capabilities as outlined in the Scope of Service and Requirements sections of this RFP, in the order shown. Clearly state any exceptions taken to the specifications of this RFP, or any conditions of the proposal.

#### ***Section III - Financial Proposal***

This section shall contain a straightforward, concise delineation of the vendor's fees to satisfy the requirements of this RFP. It is the vendor's responsibility to specify all costs (i.e. administrative fees, processing fees, etc.) associated with providing the products or services required herein as outlined in the Cost Structure above.

#### ***Section IV – References***

References should be from government agencies and/or firms, which are substantially serviced by the vendor. Each reference must contain the reference's name, address, telephone number, and point of contact (including email address). A list of at least four (4) references from current customers must be provided.

## **Proposal Instructions**

All proposals must be submitted in the format and order outlined in the Proposal Responses section and submitted electronically to [rfp@ritaohio.com](mailto:rfp@ritaohio.com).

All proposals must be received by the Executive Director, Regional Income Tax Agency, October 18, 2023. All proposals shall be emailed to [rfp@ritaohio.com](mailto:rfp@ritaohio.com).

It is RITA's intention to enter into a contract as soon as practical after the proposals are evaluated and Board approval is received. The successful vendor shall enter into a contract with the Regional Income Tax Agency within ten (10) days of the notification of the award or as soon as practical thereafter as determined by RITA. Implementation work is expected to begin no later than the first business day of the month following the execution of the contract.

Proposals will be evaluated on several factors including the degree of fit to the requirements and cost.

The Agency reserves the right to reject any and all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency shall deem to be in the best interest of the Agency. By submitting a proposal, each respondent is ensuring that complete confidentiality of all Agency information will be maintained by all vendor personnel.

By submitting a proposal, each respondent is ensuring that the vendor is an Equal Opportunity Employer and that their employees and applicants for employment are not discriminated against because of their race, color, religion, national origin, disability, age, genetic information, military status, or sexual orientation. By signing a contract with RITA, the successful vendor guarantees that they comply, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold the Regional Income Tax Agency harmless from any claims or damages incurred against or by the Regional Income Tax Agency resulting from any non-compliance by the successful vendor.

By submitting a proposal, each respondent is declaring that they are not in arrears to RITA for municipal income taxes or any other obligation to the Agency.