Title: MTM Cable Internet Service for WiFi

Due Date: 30 Days from posting of 470 Form

Submit bids and direct questions to:
Contact: Claire O’Flaherty, Consultant, E-Rate Expertise, Inc.
Phone: (253) 320-0664
Email: claire@erateexpertise.com

SCOPE:

The Pierce County Library System seeks Month-to-Month Cable (or equivalent non-fiber) Internet Service for the WiFi user population at 10 of its branches during the 2020-21 E-rate program year. All existing cable circuits currently operate as direct links from the service provider to each branch with the service. The current circuit speed is 150Mb and the branch locations can be found in the attached bid format spreadsheet.

The current cable internet service for WiFi users is covered under a contract that expires on June 30, 2020. The Library plans to conduct a more comprehensive bidding process for all WAN and Internet Service for both the WiFi and the hard-wired populations in a future program year when all existing contracts have or will have expired. Therefore, the library seeks only MTM bids for the existing direct cable internet service (or equivalent non-fiber service) to 10 branches at this time (although a short term contract may be considered if that is all that is available). Bids that include non-equivalent circuit types, alternative architectures or special construction as defined in the E-rate program will be disqualified. Bids must include all speeds listed in the attached bid format spreadsheet or may be disqualified.

The Library may choose to maintain or upgrade circuit speeds as needed during this 1-year MTM arrangement and may add additional locations in the event of branch openings or other circumstances. The potential speed range over the next year, could be as listed below and upgrades would be made via service/change orders.

- Internet Access: 150 Mb – 500 Mb
BID FORMAT & REQUIREMENTS:

1. Bids must be submitted in the format outlined in the uploaded bid format document on the 470 form. See PCLS 2020 MTM Cable Internet Service for WiFi RFP Bid Format.xls for details and bid format for Cable Internet Services requested.
2. Bids should include an example of the monthly billing statement that includes all estimated costs, taxes and fees for different levels of service at each location. Billing shall be monthly, net 30 days.
3. Submit a copy of your standard contract with terms for service (if applicable).
4. Provide qualifications and experience of the dedicated project manager for implementation.
5. A proposed Service Level Agreement (SLA) that must include a description of the services provided, and where applicable, describe how these services will be measured. At a minimum, the SLA should describe that the vendor will make all reasonable efforts to ensure 99.99% network availability of each circuit, and it should provide frame/packet loss, network latency, and network jitter commitments. Additionally, each SLA should describe 24x7x365 trouble-reporting procedures, offer commitments with regard to the time to repair outages, and describe provisions offered in the event of chronic trouble. The services described in the SLA shall be maintained to the specifications of these commitments throughout the term of the contract, and the selected vendor shall remediate any deficiencies at no cost to the Library. Additional features, such as DDoS protection, should also be described.
6. Bids should include three (3) reference sites where your company has performed a similar service, including business name, contact name and contact information. It is preferable that at least one reference should be for a Library/school district of similar size within 200 miles of Library.
7. Bidders are required to read and understand all information contained within this entire quote package. Bidder further offers to furnish materials, equipment or services in compliance with all terms, conditions, and specifications herein including all amendments. Submitting this document constitutes complete understanding and compliance with the terms and conditions and certifies that all necessary facilities and personnel are available and established at the time of bid submittal.

Instructions for filling out the bid format spreadsheet:

1. List your company name and SPIN number. Are you current on your 2020 SPAC/473 requirements? How many years of experience do you have working with the E-rate program? All bidders must have a current SPIN number and be eligible and certified by USAC to deliver telecommunications services and/or Internet Access during the term of service. Failure to maintain this status could result in termination. Vendor must be willing to do both SPI and BEAR methods of reimbursement and the library will determine which method will be used.
2. Fill in the circuit type you are proposing. Indicate your current maximum speed for your circuit types.
3. At this time, the Library seeks costs for download speeds as listed below. Please fill in the cost for each speed and list both the download and upload speeds if not the same. Do not submit costs in boxes marked N/A.
   - 150 Mb – 500 Mb Internet Access
4. Itemize any nonrecurring set-up and/or installation fees.
5. List any applicable taxes and fees (including network access fees, regulatory fees, surcharges, etc.) for these services (% of MRC estimate is acceptable).
6. Indicate if the lines have already been built and give the GUARANTEED service availability date.
7. Does proposed service require Library to purchase new equipment (routers, switches, firewalls, etc.)? Required equipment may be purchased through a separate bidding process. Provide suggested make/model #s (equivalent products will be considered).
8. Indicate if your company owns the lines for the service you are proposing. If not, then provide the name of company that owns the lines and the length of time you have worked with this other company.
9. Indicate if speeds can be burstable during peak usage periods. Indicate if Static IP is available and the cost/line.
10. Indicate if Month-To-Month Service is available and if not, indicate contract term lengths.
11. The Library reserves the right to request additional information and/or a Best And Final Offer (BAFO) during this bidding process as bids are compared and evaluated.

**VENDOR CONTRACT ISSUES:**

1. Library seeks a guaranteed start date of July 1, 2020 for the WAN and internet service.
2. The current contract for services expires on 06/30/2020 with possible Month-to-Month service beyond that date.
3. The Library seeks a Month-to-Month arrangement in the 2020-21 program year. The Library will accept a 12 month term in lieu of month-to-month service, assuming that the service starts on July 1, 2020 and the contract reverts to a month-to-month arrangement for the same monthly cost beginning on July 1, 2021. In the event that the desired Month-to-Month arrangement is not available, the Library may choose a short term contract.
4. Within the scope of this RFP, the Library may seek to increase speeds, change to equivalent circuit types, add lines, or add service to an existing or new branch through change orders with the selected vendor to meet future system needs and to ensure cost effectiveness of the service. These changes may be the result of the need for greater capacity, greater cost effectiveness, expiration of existing contracts, new branch openings/branch relocations or other circumstances. If different services are phased in over the program year, the Month-to-Month arrangement would remain in place.
5. Vendors shall notify Library in writing upon completion of installation of all required circuits. Library shall have up to two weeks to reconfigure their systems and test that the services are functioning properly and
will notify vendor in writing of their acceptance of the service. Billing may commence upon the Library’s acceptance of the service.

**BID SUBMITTAL, Q&A and CONTACT INFORMATION:**

1. Interested bidders should provide their contact information to claire@erateexpertise.com in order to receive notifications, updates and Q&A regarding this RFP.
2. Questions regarding the RFP should be submitted in writing to Claire O’Flaherty at claire@erateexpertise.com no later than 7 days before the bid deadline to ensure that information can be disseminated to all interested bidders.
3. Bids should be submitted to Claire O’Flaherty, claire@erateexpertise.com and copied to Clifford Jo cjo@piercecountylibrary.org
4. All RFP documents, including instructions, bid formats, Q&A, updates, etc. will be uploaded to the original E-Rate 470 form and also posted at https://www.piercecountylibrary.org/about-us/administration/finance/Default.htm
5. Bidding period will last 30 days from the date the 470 application is posted, but may be extended at Library’s discretion if necessary to conduct a competitive bidding process.
6. For Library branch addresses, please see https://www.piercecountylibrary.org/branches/branch-listing.htm

Proposals will be judged on the following criteria:

1. 40 - Price: Least cost for the needed capacity (this will be the most heavily weighted criteria)
2. 15 – Capacity: Proposed circuits meet the library’s current and future needs
3. 10 – Completeness, quality and reliability of the proposal
4. 15 – Administrative efficiency of managing contracts/services; Ability to serve the most locations
5. 10 – Prior experience with the vendor
6. 5 – Local or in-state vendor
7. 5 – Prices for ineligible services, products and fees

The Library reserves the right to reject any or all proposals, to waive informalities, and to determine the best overall proposal based on a uniform evaluation criteria and the best interests of the Library.