PIERCE COUNTY LIBRARY SYSTEM

E-RATE BEN 145283

REQUEST FOR PROPOSAL (RFP)

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<td>WAN &amp; Internet Services for Hard-Wired Computer Users</td>
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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 fiber WAN connectivity and internet service for the hard-wired computers at all of its branches. The current WAN is comprised of lit fiber circuits connecting the 18 branches to the Administrative Center Library (19 total branches in the library system). Internet access currently operates through a 2G central line at the Administrative Center Library location and all internet traffic that is generated by the library system is routed through this one central line. The WAN speeds to the branches vary by location and can be found in the attached bid format spreadsheet.

The WAN and Internet services for the hard-wired computers are covered under a contract that expires on June 30, 2020. Internet service for the Library’s Wi-Fi population is provided by separate circuits, architecture and contracts that have later expiration dates.

The Library may choose to maintain or upgrade circuit speeds as needed with the potential speed range listed below. Upgrades would be made via service/change orders.

- **WAN:** 100 Mb to 25 Gb
- **Internet Access:** 2 Gb to 25 Gb

BID FORMAT & REQUIREMENTS:

1. Bids must be submitted in the format outlined in the uploaded bid format document on the 470 form. See PCLS Internet & Connectivity RFP and Bid Format V3.xls.
2. Please provide separate bid sheets with costs for 3 year and 5 year contracts.
3. Submit a copy of your standard contract with terms for service, including a Service Order for service levels equal to the existing service levels listed in the Bid Format Spreadsheet for this RFP. This bid format spreadsheet with vendor’s costs may become an amendment to the contract. If all terms and conditions of the standard contract and service order are acceptable to the Library, the contract may be signed by the Library for E-rate submittal purposes.

4. 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.

5. Provide qualifications and experience of the dedicated project manager for implementation.

6. 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.

7. 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.

8. 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 life of the contract. Failure to maintain this status could result in contract 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 (if any).
   - 100 Mb, 500 Mb, 1 Gb, 5 Gb and 10 Gb for WAN Connections
   - 2 Gb, 5 Gb and 10 Gb for 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. 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. **Start Date:** Library seeks a guaranteed start date of July 1, 2020 for the WAN and Internet service.
2. **Term:** The current contract for services expires on 06/30/2020. Please provide separate bid sheets for 3 year and 5 year contracts.
3. **Non-Appropriation of Funds:** The contract may be canceled or not renewed in the event of loss of federal E-rate, State or Library funds.
4. **Price Updates:** If the market supports a price reduction after the initial term, the library will exercise price reduction options, if any are available, as an amendment to the original contract.
5. **Service Changes as Amendments:** Within the scope of this RFP and the signed contract, the Library may seek to increase speeds, change circuit types, add lines, or add service to an existing or new branch through change orders/contract amendments 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 or other circumstances. If different services are phased in over time, the original contract termination date will remain the same.
6. **Activation:** Activation is expected on July 1, 2020. 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.
7. **Service Level Agreement:** A mutually agreed upon Service Level Agreement (SLA) will be included in the contract.
8. **SPIN E-rate Compliance:** The vendor must maintain compliance with E-rate Service Provider requirements including but not limited to staying current on your Form 473 annual certification (SPAC) forms. Vendor must be willing to do either SPI or BEAR methods of reimbursement.

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**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 greatest capacity (this will be the most heavily weighted criteria)
2. 25 - Completeness, quality and reliability of the proposal
3. 15 - Administrative efficiency of managing contracts/services; Ability to serve the most locations
4. 10 - Prior experience with the vendor
5. 5 - Local or in-state vendor
6. 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.