Pierce County Library System  
3005 112th Street E., Tacoma, WA 98446  

Request for Proposals for Direct Internet Access Connections for Public Wi-Fi

The Pierce County Library currently has a single system of Comcast MetroEthernet fiber internet and WAN connections providing both wired and wireless service to all of its branches. The main internet connection is located at the Administrative Center Library (ACL) branch and is sent to the rest of the library system via WAN connections from the ACL to each neighborhood branch.

Patron use of the library’s wireless network has been growing at an unprecedented rate and is causing stress on the library’s internet and connectivity system and is thus impacting the library’s program services and staff functions. This growth is partly due to recent technology improvements at the library that have dramatically increased the number of patrons who can connect to the Wi-Fi at the same time, and partly due to continued increase in patron use of the library’s Wi-Fi to download and stream videos. The library has determined that given the inevitable exponential increase in patron demand using personal devices on the Wi-Fi system, separate and direct internet connections at the branches to serve this population are necessary to protect the quality of the library’s core program services and staff functions.

Pierce County Library will evaluate the most cost effective solutions for bringing additional dedicated internet capacity for Wi-Fi in the branches. Fiber internet is the preferred solution where it is already available; the library is not interested in paying capital costs for buildout of new fiber. Only separate and direct internet access connections between the service provider and each branch will be considered. Solutions that flow through the library’s WAN network and new connections that require buildout will be disqualified. Cable or DSL internet is sought under a separate evaluation process for branches that cannot be served by existing vendor-owned fiber lines. Month to month service, instead of a contract, may be considered for cable/DSL branches.

Please see the attached bid response spreadsheet that indicates the locations, range of speeds, and other information required for your submittal. Responses should include the Installation and Monthly Recurring Costs for the listed speeds and line types. Indicate if the line is burstable, the burst costs, and the maximum speed for each line. Please provide a performance indicator of actual, not advertised, speeds (such as actual speed statistics, number of other customers sharing the line, etc.). The ACL will need one of each line type to ensure Information Technology staff’s ability to troubleshoot issues for all branches. See the library’s website for a complete list of branch locations and addresses.

The library seeks a contract term of July 1, 2017 through June 30, 2021, with the option to extend the contract with three (3) annual renewal terms. To comply with E-rate requirements and Library needs, contracts should include the following language:

- At the end of the initial and subsequent terms, if the market supports a price reduction, the library may exercise price reduction options via amendment as part of the contract extensions.
• During the term of the contract, speeds, quantity of lines, branch locations, or line types may be modified via an amendment within the speed ranges outlined on the RFP bid spreadsheet.

• If fiber service becomes available to more branches without incurring buildout costs to the library during the contract term, branches may be added via an amendment to the contract.

Bidders should include a contract including these specifications with their submittal. Locations, line types and speeds can be added to the contract once the solution is determined and the winning bidder is selected.

The library’s decisions may be dependent upon receipt of E-rate funding. Please confirm that your company is up to date with 2017 USAC requirements and forms for service providers and include your SPIN number in your bid.

The bidding period will end 28 days from the posting of this RFP. The library will keep a roster of interested vendors so that we can keep you informed of any updates to the RFP. Please register your intent to submit a bid by submitting your contact information to Clifford Jo, Finance and Business Director at cjo@piercecountylibrary.org. This RFP and related updates and Q&A can also be found at http://www.piercecountylibrary.org/about-us/administration/finance/Default.htm and bidders are encouraged to monitor this document to be apprised of any potential clarifications or changes to the bidding requirements.