SPOKANE COUNTY LIBRARY DISTRICT

E-RATE BEN 145509

REQUEST FOR PROPOSAL (RFP)

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<td>WAN &amp; Internet Services</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.org

SCOPE:

The Spokane County Library District (SCLD) seeks broadband internet and connectivity service at all of its branches and will consider fiber, cable or other cost effective technologies. The WAN and Internet services currently operate through a hub at the Spokane Valley branch, with spokes from the hub to the 10 other branch locations, for a total of 11 locations. SCLD will consider all proposals for cost-effective and reliable methods of providing internet and WAN connectivity to our branches, including the current hub and spoke architecture or direct connections to each branch that provide cost effective and reliable services.

Depending on the speeds available and required at the different branch locations, the potential speed range over life of contract could be as follows:

- **WAN:** 10 Mb – 5 G for WAN
- **Internet Access:** 1 G – 10 G

BID FORMAT & REQUIREMENTS:

1. Bids must be submitted in the format outlined in the uploaded bid format document on the 470 form. See SCLD 2019 Internet & Connectivity Bid Format.xls for details and bid format for Internet and WAN Connectivity Services requested. A vendor may provide quotes on only the branches they serve and do not have to serve all branches.
2. The Internet & Connectivity Specs and Bid Format spreadsheet indicates the current circuit types, but bids with other proposed circuit types will also be evaluated for affordability and cost effective
solutions to meet library system demands. Vendors can provide multiple options with a variety of price points and architectures.

3. Bids should include costs of equipment purchases required for system and services to function, including but not limited to routers, switches, modems and ineligible filtering software and devices. (See bid format.) Itemize the space and physical hardware requirements for all required equipment, whether purchased by SCLD or provided by vendor at no cost to SCLD.

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. Detailed information regarding any required construction, including a timeline for completion of every phase of work necessary to demonstrate service delivery by July 1, 2019 for the WAN and July 1, 2020 for the Internet. Indicate if the internet could be installed in conjunction with the WAN on July 1, 2019 if SCLD chooses to terminate their current internet contract a year early.

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

7. 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 99.9% 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.

8. 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 100 miles of Spokane County Library District.

9. 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 2019 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 either SPI or BEAR methods of reimbursement.
2. Fill in the circuit type you are proposing. Indicate your current maximum speed for your circuit types since the library may require capacity beyond the listed speeds in the bid format over the life of the contract.

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. Do not submit costs in boxes marked N/A. A complete listing of available speeds and costs within the range in the scope of this RFP will be included in the contract with the selected vendor.
   - 10 Mb, 30 Mb, 50 Mb, 100 Mb, 500 Mb and 1 G for WAN Connections
   - 1G, 5 G and 10 G 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. You may give the number of days required to build after a Notice to Proceed (may be dependent on the E-Rate Funding Commitment).

7. Does proposed service require SCLD to purchase new equipment (routers, switches, firewalls, etc)? Provide suggested make/model #'s (equivalent products will be considered in a separate bidding process).

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.

VENDOR CONTRACT ISSUES:

1. SCLD seeks a guaranteed start date of July 1, 2019 for the WAN and July 1, 2020 for the internet service.

2. The current contract for WAN services expires on June 30, 2019. The current contract for Internet services also expires on June 30, 2020, but may be renewed annually at the library’s discretion until June 30, 2023. SCLD may choose to terminate the existing internet contract in 2019 to coincide with the WAN contract.

3. SCLD seeks a 3 year contract with the option to automatically extend for up to three (3) annual renewal periods. The maximum life of the contract would be six (6) years, including the original three (3) year term plus three (3) 1-year extensions. The contract would revert to a Month-to-Month arrangement at the same prices after the completion of the original term and all extensions. SCLD would consider other contract periods if they resulted in lower pricing. 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.

4. 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.

5. Vendors shall notify SCLD in writing upon completion of installation of all required circuits. SCLD shall have 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.

6. Non-Appropriation Clause: Any contract that may exceed 12 months must include a specific clause which allows SCLD to terminate a contract for non-appropriation of funds, or default. Because contracts frequently span two fiscal years (i.e., the contract is entered into for a period of 12 months from July through June), this cancellation clause is standard for all SCLD contracts.

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 within 14 days after the 470 has been posted 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 Patrick Hakes, phakes@scld.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.scld.org/about/request-for-proposals/
5. Bidding period will last a minimum of 28 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.scld.org/locations/

Proposals will be judged on several criteria, including but not limited to:

1. Price: Least cost for the greatest capacity (this will be the most heavily weighted criteria)
2. Completeness, quality and reliability of the proposal
3. Prior experience with the vendor
4. Prices for ineligible services, products and fees
5. Local or in-state vendor
6. Administrative efficiency of managing contracts

The District reserves the right to reject all proposals and not pursue this project.