

Sno-Isle Libraries

E-RATE BEN 145230

REQUEST FOR PROPOSAL (RFP)

Title: Fiber Internet Services	Proposal Due Date: 28 Days After 470 Form is Posted (December 30, 2020 at 5 p.m.)
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Contact: Claire O’Flaherty, Consultant, E-Rate Expertise, Inc.
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SCOPE:

Sno-Isle Libraries branches currently have either 30 Mb – 1 G fiber or 100 Mb cable internet service with direct connections to each branch, and they seek to upgrade as many locations as possible to 1 G synchronous fiber internet service. If 1 G fiber internet service is not available, the Library would accept new fiber service as low as 100 Mb.

Direct internet connections between the service provider and the branches are desired. The internet connection may provide some WAN functionality at some locations.

Granite Falls, Sultan, Clinton, Freeland & Langley branches already receive 1 G fiber service and Oak Harbor receives 1 G cable service under contracts that expire between 2022-2025. Service to these branches may be consolidated into the new contract for service as the existing contracts expire. For branch locations see Proposal Submittal, Q&A and Contract Information below.

The Library prefers bids that include existing infrastructure, however, Special Construction (as that term is defined by E-rate) would be considered for the last mile of the lines. Other technologies besides fiber would be considered, but the speeds must be synchronous and this is disqualifying factor in this process.

Depending on the speeds available and required at the different branch locations, the potential speed range over life of contract could be as listed below. Responses may, but are not required to, include all speeds.

Potential synchronous internet speed range: 100 Mb, 1 G, 2 G, 5 G, and 10 G

RFP FORMAT & REQUIREMENTS:

1. Responses must be submitted in the format outlined in the uploaded proposal format document on the 470 form. See ***SIL 2021 C1 Internet Bid Format.xls*** for details and proposal format for Internet Services requested. A vendor may provide quotes on only the branches they serve and do not have to serve all branches.
2. The Internet Specs and RFP Format spreadsheet indicates the current circuit types, but proposals with other proposed circuit types will also be evaluated for affordability and cost effective solutions to meet Library system demands provided that the service is synchronous. Vendors can provide multiple options with a variety of price points, technologies, architectures and contract lengths.
3. Responses should list projected costs of equipment required for system and services to function, including but not limited to routers, switches, modems and ineligible filtering software and devices. (See proposal format.) Required equipment will be purchased through a separate bidding process. Itemize the space and physical hardware requirements for all required equipment, whether purchased by Library or provided by vendor at no cost to Library.
4. Responses 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, 2021.
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 99.99% 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.
8. Responses 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 a Library/school district of similar size within 200 miles of the Library.

9. Submit a copy of your standard contract with terms for service.
10. Responders are required to read and understand all information contained within this entire quote package. Responders further offer 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 response submittal.

Instructions for filling out the RFP format spreadsheet:

1. List your company name and SPIN number. Are you current on your 2021 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 proposal format over the life of the contract.
3. At this time, the Library seeks costs for speeds as listed below. Please fill in the cost for each speed. Speeds must be synchronous. 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. If all prices are not available at this time, prices for higher speeds may be added via an amendment to the contract.
 - **100 Mb, 1 G, 2 G, 5 G, and 10 G**
4. Itemize any non-recurring set-up and/or installation fees.
5. List any applicable taxes, surcharges 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 Library to purchase new equipment (routers, switches, firewalls, etc.)? Required equipment will be purchased through a separate bidding process. Provide recommended specifications or make/model #s (equivalent products will be considered) and projected costs.
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 Static IP is available and the cost/block.
10. The Library reserves the right to request additional information and/or a Best And Final Offer (BAFO) during this bidding process as Responses are compared and evaluated.

VENDOR CONTRACT TERMS:

The Library's current contract for fiber internet services expires on 06/30/2021, with an option to renew. The new contract for these services, will include a copy of the vendor's submitted proposal, the terms outlined below and elsewhere in this RFP, a Service Order for the specific service and additional terms provided by the vendor and agreed upon by Library.

1. **Start Date:** Library seeks a guaranteed start date of July 1, 2021.
2. **Term:** Library 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 automatically revert to a Month-to-Month arrangement at the same prices after the completion of all terms and extensions, or upon request at the completion of the original term. The Library would consider other contract periods if they resulted in lower pricing. Please submit multiple bid spreadsheets if there are different rates for different terms.
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/disconnect 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, branch openings or relocations, or other circumstances. If different services are phased in over time, the original contract termination date will remain the same. The Lake Stevens branch will be relocated to a temporary location within the town of Lake Stevens shortly before the start of the 2021 program year. The exact location has not been determined but will be released as soon as it is available. The start date for service at this one location may begin as early as May 2021, but it would not receive E-rate funding until the next program years starts on July 1, 2021.
6. **Activation:** Activation is expected on July 1, 2021. 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.
9. **Licensing:** Vendor must be licensed to conduct business in the state of WA prior to award of the contract.
10. **Contractor Status:** Vendor is a contractor and not an employee of the Library.
11. **Debarment:** Vendor cannot be debarred nor can any subcontractor.
12. **Insurance and Bonds:** Contractor shall maintain a liability insurance policy that also covers the library for a minimum amount of 1 million dollars for damages caused to a third party by a vendor and at least 2 million dollars in the annual aggregate, including but not limited to premise/operations (including off-site operations), blanket contractual liability and broad form of property damage. Contractor is responsible to ensure the same insurance requirements for any subcontractor agreements. If special construction is required for this service, contractor shall post bonds in accordance with RCW 39.08.010.
13. **Non-Appropriation Clause:** Any contract that may exceed 12 months must include a specific clause which allows SIL to terminate a contract for non-appropriation of funds, default, for cause or for convenience. 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 SIL contracts.
14. **Hold Harmless & Indemnification Clause:** The Consultant shall protect, indemnify and save harmless Sno-Isle Libraries, its officers, employees, and agents from any and all costs, claims, judgments, or awards of damages, to the extent arising out of the negligent acts or omissions of the Consultant. Sno-Isle Libraries shall protect, defend, indemnify and save harmless the Consultant, its officers, employees, and agents from any and all costs, claims, judgments, or awards of damages, arising out of or in any way resulting from the negligent acts or omissions of Sno-Isle Libraries.
15. **Prevailing Wages:** If work performed under this contract meets the definition of a public work as defined in RCW 39.04.010, the Contractor must comply with Chapters 39.04 RCW (Public Works) and 39.12 RCW (Prevailing Wages). Prevailing wages for both Island and Snohomish County can be found at <https://secure.lni.wa.gov/wagelookup/>.

RFP SUBMITTAL, Q&A and CONTACT INFORMATION:

1. Interested responders should provide their contact information to claire@erateexpertise.com in order to receive notifications, updates and Q&A regarding this RFP. **This is a formal sealed or closed bid process.** Sealed bids should be delivered to: Attention Karen Kramer, Procurement Specialist, Sno-Isle Libraries, 7312 35 Ave NE, Tulalip, WA 98271. Bids are due by 5:00pm on the bid due date of December 30, 2020. Bid Opening to be held via Zoom due to the COVID-19 pandemic; the Zoom link will be posted as an addendum two weeks prior to the bid due date.

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 response deadline to ensure that information can be disseminated to all interested bidders.
3. All RFP documents, including instructions, proposal formats, Q&A, updates, etc. will be uploaded to the original E-Rate 470 form and posted at <https://www.sno-isle.org/project-bids/>
4. The Response period will last 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. The library reserves the right to reject all proposals and not pursue this project at this time. Any responses received after 5:00pm on the due date of this solicitation (e.g. due date is 28 days from the date of the 470 application is posted), will be considered non-responsive and will not be included in the scoring process. The Library reserves the right to also ask for electronic copies of sealed documents after the public opening has occurred.
5. Please see <https://sno-isle.bibliocommons.com/locations/list/> for library branch addresses. Please see note #5 on page 4 of this RFP regarding the relocation of the Lake Stevens branch.
6. Proposals will be judged on the following weighted criteria:
 - 30 Points - Price: Least cost for the greatest capacity (most heavily weighted criteria)
 - 20 Points - Infrastructure in place for Library’s current and future needs
 - 15 Points - Vendor experience in the market and prior experience with the Library
 - 15 Points - Completeness, quality, and reliability of the proposal
 - 15 Points - Ability to serve the most locations; Efficiency of managing contracts
 - 5 Points - Prices for ineligible services, products, and fees