Sno-Isle Libraries RFP for
Managed Broadband & Equipment Procurement 2019

Description of Products & Services Needed:

*Sno-Isle Libraries* seeks bids for a Managed Broadband Services contract that includes operation, management, and monitoring of eligible broadband internal connections required to provide internet access and connectivity for all branches in the library district.

Managed services would be for existing equipment owned by SIL and for the procurement and provision of additional/replacement equipment necessary for the delivery of broadband services. The library is not limited to purchase all needed technology products under this agreement and may also choose to purchase equipment through a separate procurement process from another vendor. All library owned equipment would be supported under this agreement regardless of the timing or sourcing of the purchase. New equipment may be purchased and owned by the library or leased from the selected vendor. Product Licensing is part of this contract, including Right to Use Licenses or Basic Maintenance of Internal Connections Licenses (BMIC) for software updates, patches and product technical support.

Managed internal network equipment covered by this contract may include but is not limited to firewall services, routers, switches, access points for LAN or WLAN (wireless access points) and wireless controller systems. Broadband services will include fiber, cable or other circuits relating to data transmission and internet access. The Library may elect to procure additional or like goods and/or services required for the effective operation of their managed broadband system through this contract. When necessary, selected vendor would train the library staff on the use of new equipment and systems.

Below is a sample of products that may be managed and/or procured under this contract. Equivalent products will be considered as part of the evaluation process. This list includes estimates of existing equipment (some that may be replaced this year), some equipment that is currently out to bid under other RFPs, and samples of future items that may be needed (or the equivalents). Note that any products and quantities included in this RFP are not a guarantee of sales and the library reserves the right to not purchase products at their discretion. The library is not considering recycled or refurbished products in this bidding process and this requirement is a disqualifying factor for the evaluation of bids.

**Sample Equipment to Be Purchased & Managed:**

<table>
<thead>
<tr>
<th>Model #/Description (or Equivalent)</th>
<th>Initial Quantity</th>
<th>Optional Total Contract Qty</th>
</tr>
</thead>
</table>
| Routers with the capabilities of either of the listed model numbers:  
  • Silver-Peak Unity EC-S SD-WAN  
  • Barracuda F380 | 10               | 22                          |
| Access switches with capabilities of any of the listed switch model numbers:  
  • Cisco 2960X-48LPD-L  
  • Juniper EX3400-48P  
  • HP HPE Aruba 2540 48G PoE+ 4SFP+ | 45               | 90                          |

*Note that additional items may be added.*
Sample of Existing Equipment to Be Managed:

<table>
<thead>
<tr>
<th>Model #/Description (or Equivalent)</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mikrotick CCR10098G1S1S Routers</td>
<td>21 Existing</td>
</tr>
<tr>
<td>Tripp Lite SMART1500RM2U</td>
<td>21 Existing</td>
</tr>
<tr>
<td>Talari T860L Routers</td>
<td>18 Existing</td>
</tr>
<tr>
<td>Talari T860 H Routers</td>
<td>6 Existing</td>
</tr>
<tr>
<td>Talari E100s routers</td>
<td>10 Existing</td>
</tr>
<tr>
<td>Wireless access points</td>
<td>For 25 locations</td>
</tr>
<tr>
<td>Firewall</td>
<td>For system w/ multiple hubs</td>
</tr>
</tbody>
</table>

*Note that additional items may be added.*

Bids should indicate if any items or services are not eligible or are partially eligible for E-rate funding. If the item or service is only partially eligible for E-rate funding, provide the eligibility % with bid. If there is another comparable item that is fully eligible, please also include that item in your bid.

Requested Information & Bid Format:

1. All work must be must be guaranteed to be up to current safety codes and consistent with industry best practices. Please describe your company’s standards of quality control for safety issues, implementation, testing, and training.
2. Note that the Library requires one week notice for maintenance and/or configuration changes.
3. Provide your methodology for development of project timelines and your compensation and remediation policies for non-completion according to schedule.
4. Explain your warranty term, conditions and exclusions and provide the guaranteed response time in the event of needed service or repairs.
5. Bids should provide itemized pricing for:
   a. Overall discount % off manufacturers’ list product pricing (for Cisco products and 2 equivalent brands if available)
   b. Products vs licensing/maintenance & support
   c. Installation, time and materials
   d. Training, travel & per diem
   e. Eligible vs ineligible products and services
6. Bids should include a copy of your company’s standardized contract(s) for Managed Services and Equipment. Please indicate if your company does not have a standardized contract for this type of agreement.
7. Bids should include an example of the billing statement that includes all estimated costs, taxes and fees.
8. Provide qualifications and experience of the dedicated project manager for implementation.
9. 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.

10. 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 Sno-Isle Libraries.

11. Please indicate if your company has other Managed Broadband and equipment contracts that are part of the E-rate program and indicate your number of years of experience with the E-rate program. Vendors should include their E-Rate SPIN number in their bid and confirm that they are current on their 2019 SPAC/473 requirements. Failure to maintain E-rate SPIN eligibility requirements could result in contract termination. Vendor must be willing to do SPI or BEAR methods of reimbursement and the Library will decide which method will be used.

12. 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.

**Contract Term & Bidding Period:**

1. Initial contract length is approximately five (5) years, with a one-year (1) automatic extension period for a total of six (6) years. If product pricing decreases in the future, the library will purchase at the lowest price available at that time.
2. Bids should include a copy of your company’s standardized contract(s) for products and services, or you can indicate if your company uses purchase orders instead of a standardized contract for this type of purchase.
3. Bidding period will end 28 days from the posting date of the 470 form but may be extended at the library's discretion if necessary to conduct a competitive bidding process.
4. The Library reserves the right to reject all proposals and not pursue this project.

**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 Nick Fuchs, nfuchs@sno-isle.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.sno-isle.org/project-bids/
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.sno-isle.org/locations
Evaluation criteria for selecting the winning bid:

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

1. Price (Most heavily weighted criteria.)
2. Compatibility of products with existing systems
3. Positive previous experience working with library and/or vendor’s E-rate experience
4. Completeness of bid (includes all items requested)