

SNO-ISLE LIBRARIES

E-RATE BEN 145230

REQUEST FOR PROPOSAL (RFP)

Title	Due Date
Fiber Internet Service for Camano Island Branch	28 Days from posting of 470 Form

Submit bids and direct questions to:

Contact: Claire O’Flaherty, Consultant, E-Rate Expertise, Inc.

Phone: (253) 320-0664

Email: claire@erateexpertise.com

SCOPE:

Sno-Isle Libraries seek 1 G synchronous upload/download fiber Internet Service (or equivalent) with a direct connection to the Camano Island branch that is currently underserved by its existing cable internet service.

Bids that include non-equivalent or non-synchronous circuit types, alternative architectures or special construction as defined in the E-rate program will be disqualified. Bids should include all available speeds listed in the attached bid format spreadsheet.

The Library may choose to maintain or upgrade circuit speeds as needed during the contract period and may add additional locations in the event of branch openings, relocations, or other circumstances. The potential speed range over the term of the contract, could be as listed below and upgrades would be made via service/change orders or amendments to the contract.

- **Internet Access: 1 G to 10 Gb (synchronous upload/download speeds)**

BID FORMAT & REQUIREMENTS:

1. Bids must be submitted in the format outlined in the bid format document uploaded to the 470 form: *SIL 2022 C1 Internet for Camano Bid Format.xls*
2. 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.

3. 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.
4. Detailed information regarding any required construction, including a timeline for completion of every phase of work necessary to demonstrate service delivery by July 1, 2022.
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. 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.
8. Submit a copy of your standard contract with terms for service.
9. 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 bid format spreadsheet:

1. List your company name and SPIN number. Are you current on your 2022 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 term of service. Failure to maintain this status could result in 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 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 (if any). 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.
 - **Internet Access: 1 G to 10 Gb (synchronous upload/download speeds)**
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 the 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) 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 for /29 and /30 blocks.
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:

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, 2022.
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.
6. **Activation:** Activation is expected on July 1, 2022. 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/>.

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. The library reserves the right to reject all proposals and not pursue this project at this time. Any responses received after 5:00 pm 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.

3. Bids should be submitted to Claire O’Flaherty, claire@erateexpertise.com and copied to Robert Kerr, rkerr@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/vendors/>
5. Bidding 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.
6. For Library branch addresses, please see <https://www.sno-isle.org/locations/>

Proposals will be judged on the following criteria:

1. 40 - Price: Least cost for the needed capacity (this will be the most heavily weighted criteria)
2. 20 – Capacity: Proposed circuits meet the library’s current and future needs
3. 15 – Prior experience with the vendor
4. 10 – Completeness, quality, and reliability of the proposal
5. 10 – 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.