

NORTH OLYMPIC LIBRARY SYSTEM

E-RATE BEN 145263

REQUEST FOR PROPOSAL (RFP)

Title	Due Date
WAN Connections Speed Upgrades	30 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:

The North Olympic Library System (NOLS) requires broadband fiber WAN connectivity between its main library in Port Angeles and its branches. These services were competitively bid during the 2019-2020 E-rate application year and contracts were awarded, but this 470/RFP is being posted to allow for greater ranges of speeds in the contracts.

The current WAN is comprised of lit fiber circuits connecting the Sequim, Forks and Clallam Bay branches to the hub at the Port Angeles main library. The Library System’s Internet access is provided through the K20 Network and is not part of this RFP. The current WAN speeds to each branch are as follows:

- 1. Port Angeles – 200 Mb*
- 2. Sequim – 100 Mb*
- 3. Forks – 30 Mb*
- 4. Clallam Bay - 20 Mb*

The Library may choose to maintain or to upgrade circuit speeds as needed during the contract term and the maximum speed in the contract could be up to 5 G. Upgrades would be made via service/change orders to existing contracts.

BID FORMAT & REQUIREMENTS:

1. Existing contracts with updates for the expanded speed range may be used as quotes for this bidding process and will fulfill the other bid requirements.
2. Please provide quotes for 30Mb, 50 Mb, 100 Mb, 200 Mb, 1 Gb, and 5 Gb speeds for the branches. You do not need to provide quotes for speeds lower than the existing speeds for each branch as noted above.
3. Itemize any nonrecurring set-up and/or installation fees.
4. List any applicable taxes and fees (including network access fees, regulatory fees, surcharges, etc.) for these services (% of MRC estimate is acceptable).
5. Indicate if the lines have already been built and give the GUARANTEED service availability date.
6. Does proposed service require 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).
7. 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.
8. Indicate if speeds can be burstable during peak usage periods. Indicate if Static IP is available and the cost/line.
9. 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.
10. Submit a copy of your standard contract with terms for service.
11. Provide qualifications and experience of the dedicated project manager for implementation.
12. 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.
13. 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 200 miles of Library.
14. Please indicate if your company has successfully sold this equipment before as part of the E-rate program and 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 2020 SPAC/473 requirements. Failure to

- maintain E-rate SPIN eligibility requirements could result in contract termination. Vendor must be willing to do either SPI or BEAR methods of reimbursement and the Library will select the reimbursement method.
15. 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.
 16. 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.
 17. 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.

VENDOR CONTRACT ISSUES:

1. The new contract for these services, will include a copy of the vendor's submitted proposal/quote, the terms outlined below and elsewhere in this RFP, and additional terms provided by the vendor and agreed upon by the Library.
2. The Library seeks a guaranteed start date of July 1, 2020 for the service and end dates that coincide with the end of the E-rate program years.
3. The Library seeks a 3 year contract with three (3) 1-year renewal periods for a total of six (6) years. The contract would revert to a month-to-month arrangement for the same monthly cost at the end of the final term.
4. Within the scope of this RFP, the Library may seek to increase speeds, change circuit types, add lines, or add service to an existing or new branch through change orders 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/remodels/relocations or other circumstances. If different services are phased in over the program year, the contract end date would remain the same.
5. 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.

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.
3. Bids should be submitted to Claire O’Flaherty, claire@erateexpertise.com and copied to Shaina Rajala, srajala@nols.org.
4. All RFP documents, including instructions, bid formats, Q&A, updates (if any) will be uploaded to the original E-Rate 470 form and uploaded to the library’s website at: <https://www.nols.org/bids-requests/>.
5. Bidding period will last 30 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.nols.org/locations-hours/>

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. 15 – Capacity: Proposed circuits meet the library’s current and future needs
3. 10 – Completeness, quality and reliability of the proposal
4. 15 – Administrative efficiency of managing contracts/services; Ability to serve the most locations
5. 10 – Prior experience with the vendor
6. 5 – Local or in-state vendor
7. 5 – Prices for ineligible services, products and fees