

Request for Internet Service 470

Library: North Chicago Public Library

BEN: 135303

The North Chicago Public Library (NCPL or Library) seeks managed Internet access bundled with a transport service. ***We seek symmetrical bandwidth at 200 Mbps scalable to 1Gbps with guaranteed throughput to the Library's head-end located at 2100 Argonne Dr., North Chicago, IL 60064, beginning July 1, 2024.*** Please provide laddered pricing in all bids and contracts. Bidders are advised that this project will be contingent upon the successful obtaining of E-Rate funding, and the contract agreement between the Library and the selected vendor must recognize that contingency.

The NCPL seeks a three-year contract with up to two optional voluntary one-year extensions; other terms will be considered. All cost proposals must reflect the LCP (Lowest Corresponding Price), GSA pricing, and any available governmental unit discounts including existing state purchasing agreements or contracts. Any proposal referencing an existing state purchasing agreement or contract must include that information in the proposal. Bid prices must be complete for the services proposed and shall include all associated costs, even if the amounts are estimates based upon current applicable taxes, surcharges, or fees.

We will require 1 public IPv4 addresses. Please provide individual or block pricing for additional addresses to account for potential growth during the term of the contract.

Your proposal must include any service provider owned onsite equipment necessary to hand off service to the Library's head-end equipment, and you should describe your proposed hand-off as part of your response.

Each respondent must provide a proposed Service Level Agreement (SLA) with their response. The proposed SLA 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 minimum commitment to be guaranteed is a two-hour diagnosis and a four-hour temporary or permanent repair. Respondents should describe monthly and annual service reports offered, showing peak usage, downtime, and impaired performance versus the SLA, for each link. The services described in the SLA shall be maintained to the specifications of these commitments throughout the term of the contract, and the selected Service Provider shall remediate any deficiencies at no cost to the Applicant.

If there are any separate installations or special construction costs necessary to bring a service to our head-end, the cost proposal must clearly delineate those costs from monthly recurring costs, and the service provider must be prepared to assist with any USAC review questions concerning those costs. We may request that the undiscounted portion of any upfront, nonrecurring costs be paid in installments as allowed by Section II.A.2. of FCC 14-189 (AKA the Second E-Rate Modernization Order). However, please note that the North Chicago Public Library requires a fixed monthly recurring charge with no separate up-front installation or construction costs.

Questions

No informational meetings or building visits will be scheduled. Any questions related to the technical aspects of this document should be directed to Louis Carlile, Director at erate2022@ncplibrary.org no later than **2 pm on November 30, 2023**. Answers to any written questions or any additional information, revisions, or clarifications to the RFP will be provided in the form of an addendum to be posted with the FCC Form 470 on the Universal Service (E-Rate) website. It is the sole responsibility of the Service Provider to check for any addenda that may be issued.

Compliance with Specifications

By submitting a proposal, the Service Provider certifies that it has read and agrees to the following terms and conditions. Failure to meet any requirement outlined herein is adequate cause to reject your proposal.

- The Service Provider has clearly listed any exceptions to any requirements or conditions set forth in this RFP with which it is unable or unwilling to comply and has included all relevant standard or additional contract terms and conditions with its proposal. Such exceptions, terms, and conditions must be set forth with specificity and may not be incorporated by reference.
- The Service Provider agrees that the final contract shall incorporate and not override any terms or conditions set forth in this RFP, minus any agreed-upon exceptions, and that the RFP will be incorporated into the final contract.
- The Service Provider agrees to follow and abide by the rules of the E-Rate program as promulgated by USAC and the FCC and certifies that it has not been suspended, debarred, or placed on Red Light Status within the prior three years. Service Provider further agrees that any costs not funded by the E-rate Program due to Service Provider violations of Program rules will be the sole responsibility of the Service Provider.

Response Format

All bids must include the following information:

1. A description of services to be provided with detailed information regarding any required construction, including a timeline for completion of every phase of work necessary to demonstrate service delivery by July 1, 2024.
2. Complete pricing for the services described herein. Your proposal must clearly indicate non-recurring costs, recurring costs, and fees for the service being proposed, for each service tier. If your proposed agreement has a built in "price escalator" clause, that escalator must be detailed within your bid response (not merely mentioned in your sample agreement).

3. Proposed Service Level Agreement.
4. 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 of similar size within 200 miles of the Applicant.
5. Your E-Rate SPIN Number. (You must have a current SPAC form on file with USAC.
6. A sample contract which includes the proposal requirements and the E-Rate contingencies outlined herein. (Failure to provide a contract in a timely fashion may be considered grounds for disqualification.)

The NCPL's review of information will be primarily focused on the substance of the details provided in response to the requirements herein including but not limited to pricing and terms, technical details, SLA, experience and references, and compliance with the requirements laid out in this document.

Proposal Delivery

The NCPL the right to reject each and every bid, and to waive informalities, irregularities, and errors in the bidding to the extent permitted by law. This includes the right to extend the date and time for receipt of bids. In the event that a responsible bid is not received or if it is determined that the low bid received is too high, the bid received will be rejected and the project will be cancelled or re-bid.

Bids should be e-mailed to the office of Louis Carlile, Director at erate2022@ncplibrary.org by 2 pm on January 4, 2024.