

# RFP for MIBS and BMIC for

## North Chicago Public Library

470#

The North Chicago Public Library (NCPL or Library) seeks services provided by a third party for the operation, management, and monitoring of eligible broadband LAN/WLAN components (managed Wi-Fi). We seek a multi-year contract with the option of voluntary annual extensions for eligible MIBS services under this agreement. NCPL understands that eligible Basic Maintenance of Internal Connections items are also sometimes necessary to provision a Managed Internal Broadband service and expects bidders to propose those as necessary.

Managed Internal Broadband Services are those that include the operation, management, and monitoring of eligible broadband internal connections. Service Providers should include those expenses that directly support and are necessary for the broadband connectivity within schools. Those expenses include the management and operation of the LAN/WLAN, including installation, activation and initial configuration of eligible components, and on-site training on the use of eligible equipment. The applicant will own the equipment and the service provider will manage it for them.

Basic maintenance and technical support services are those appropriate to maintain reliable operation when provided for eligible broadband internal connections. Repair and upkeep of E-rate eligible hardware, wire and cable maintenance, configuration changes, basic technical support including online and telephone based technical support, software upgrades and patches including bug fixes and security patches.

Bidders are advised that this project will be contingent upon the successful obtaining of Category 2 E-Rate funding, and the contract agreement between the district and the successful bidder must recognize that contingency.

### Project Scope

The list below represents the existing equipment (with any associated licensing) that is projected to be managed under the requested service agreement. The awarded Managed Internal Wi-Fi provider will also manage the existing structured cabling, racks, and cabinets as necessary. The Library reserves the right to adjust this list prior to finalizing the agreement with the awarded service provider to meet the needs of the organization.

Bidders should clearly indicate any ineligible costs by line item for all services associated with this RFP.

Quantity	Description
2	Aruba Switches
1	ISP router (Comcast)
1	APC UPS
5	Aruba access points

1	Firewall – Fortigate 60E
1	StarTech Rack

In your proposal, please also provide per-unit pricing for the management of growth/future additions of equipment similar to the above to the resulting contract (for example, if the event that the Library added an additional access point during the term of the agreement, the per-unit cost additional cost for you to add it to your management service).

### Site Visit

A voluntary site visit will be held at the Library, **2100 Argonne Dr., North Chicago, IL 60064** at 2 pm Central on January 16, 2025. This will be the only opportunity to ask questions or to receive answers to questions related to this RFP. Respondents choosing not to attend in so doing acknowledge their understanding that they were offered and voluntarily declined the opportunity.

### Response Format

All bids must include the following information:

1. A description of products and services to be provided.
2. Complete pricing for the products and services described herein. Your proposal must clearly separate eligible and ineligible costs, and should outline any non-recurring costs, recurring costs, and fees for the service being proposed.
3. Your Service Level Commitment for the proposed service, including information regarding trouble-reporting and tracking.
4. Two (2) reference sites where your company has performed a similar service, including business name, contact name and contact information. It is preferable that these references are for Illinois school districts or libraries.
5. Your E-Rate SPIN Number. (You must have a current SPAC form on file with USAC.)
6. A ready-to-execute contract which includes the proposal requirements and the E-Rate contingencies outlined herein.

### Proposal Delivery

The Library reserves 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 e-mailed to the office of Louis Carlile, Director at [erate2022@ncplibrary.org](mailto:erate2022@ncplibrary.org) by 2 pm Central on February 6, 2025.