

Pike-Wayne Library Consortium

Internet Services Request for Proposals

August 22, 2011

Dear Telecommunications Service Provider:

The Pike County Public Library and Wayne Library Authority are independently operated libraries in Northeastern Pennsylvania. The two organizations have formed an E-Rate purchasing consortium to buy Internet services for ten library locations in Pike and Wayne counties.

Our efforts are being financed in part by Workforce Wayne and the Northeastern Pennsylvania Alliance through a Broadband Outreach and Aggregation Fund grant from the Department of Community and Economic Development. However, purchasing decisions will be made solely and independently by the libraries.

Specific requirements and services sought are described in this Request for Proposals (RFP). We will be having an optional service provider's phone conference on Monday, August 29, 2011 at 10:00 am to review the RFP and answer any questions. To request the RFP documents and receive call-in details, please send an email request to: mrodgers@waynelibraries.org.

The associated E-Rate 470 application number for this project is: 165510000931167.

RFP responses are due via email to me by 3:00 p.m. EST on Wednesday, September 21, 2011.

Thank you,

Molly Rodgers
Wayne Library Authority

Ellen Schaffner
Pike County Public Library

Pike-Wayne Library Consortium
Internet Services Request for Proposals

Request for Proposals
Internet Access Services
to the
Libraries of Pike and Wayne Counties

August 22, 2011

Issued Jointly by:

Pike County Public Library
201 Broad Street
Milford, PA 18337
570-296-8211

Wayne Library Authority
1406 Main Street
Honesdale, PA 18431
570-253-1220

Pike-Wayne Library Consortium
Internet Services Request for Proposals

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1 General Information for Providers

The Pike County Public Library and Wayne Library Authority have agreed to issue a joint Request for Proposals (RFP) to purchase Internet access services to ten public libraries. For purposes of this procurement, these two systems together are referred to as the Pike-Wayne Library Consortium or “the buyers”. Each library system (Pike and Wayne) will make independent purchasing decisions.

This buying process is being supported by Workforce Wayne and the Northeastern Pennsylvania Alliance, which together received a Broadband Outreach and Aggregation Fund grant from the Pennsylvania Department of Community and Economic Development. The grant does not finance the costs to build new telecommunications infrastructure.

1.1 Purpose

This RFP aims to provide more cost-effective broadband Internet service to ten library locations.

1.2 Issuing Officer

The Issuing Officers are the official authorities on all matters related to this RFP. They are:

Molly Rodgers
Wayne Library Authority
1406 Main Street
Honesdale, PA 18431
570-253-1220
mroddgers@waynelibraries.org

Ellen Schaffner
Pike County Public Library
201 Broad Street
Milford, PA 18337
570-296-8211
director@pcpl.org

In addition, you may contact our procurement consultant:

Kevin Dellicker
Dellicker Strategies
kevin@dellicker.com
484-788-1221.

Please email technical questions to Mr. Dellicker. Responses to questions that clarify the RFP or impact the procurement may be shared with all prospective bidders.

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1.3 Timeline for the Procurement Process

August 22, 2011	RFP available to interested respondents
August 29, 2011	Service provider phone conference
September 21, 2011	RFP proposals due from service providers by 3:00 PM EST. (See Section 5 for submission instructions.)
September 30, 2011	Anticipated award date
October 31, 2011	Final contracts due to libraries from awarded provider
December 31, 2011	Contracts approved and executed
July 1, 2012	Target services delivery start-date

The Issuing Officers reserve the right to modify this schedule in its entirety.

1.4 Scope and Structure of Document

This document contains all the instructions necessary to submit a proposal for Internet access to the ten libraries. The libraries are listed in Attachment 1 with address and phone information and additional information about current service. Attachment 1 should be used to submit pricing.

Section 2 contains the scope of work, Section 3 contains additional administrative items and Section 4 contains contracting instructions. Section 5 includes submission instructions and Section 6 lists the evaluation criteria and selection process.

If an amendment needs to be issued, all providers that requested an RFP will be notified via email.

1.5 Instructions for Response

To provide a response to this RFP, please address each numbered item in Sections 2 through 5 and fill out Attachment 1, the Pricing Spreadsheet.

1.6 Confidential Information

RFP responses will be held in confidence by the buyers and review team and will not be revealed to or discussed with third parties except as required by applicable local, state and federal law and regulations, including relevant state or federal grant programs.

RFP proposals submitted to the buyers may be reviewed and evaluated by independent agents of the buyers who are not affiliated with any of the bidders; such persons also must comply with these confidentiality provisions.

Any financial information disclosures that are considered of a proprietary and confidential nature by the provider must be clearly marked CONFIDENTIAL FINANCIAL INFORMATION. All materials submitted with the RFP proposals may be retained by the Issuing Officer for audit compliance purposes for at least a period of five years.

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1.7 Rejection or Acceptance of Responses

The buyers will review the proposals for compliance with the procedural requirements set forth in Section 5 and may reject any proposal that materially fails to comply. Any deviation from the performance requirements or other terms of the RFP, informalities or defects, if in substantial compliance with the terms and intent of the RFP, may be accepted by the buyers at their discretion.

1.8 E-Rate

The Pike-Wayne Library Consortium has filed a Universal Service Program for Libraries and Libraries Consortium Form 470 for this procurement to coincide with the issuance of this RFP. The 470 number is: 165510000931167. The buyers assume that all services sought in this RFP are eligible for E-Rate Priority One funding and are supported as such by the service provider. Any ineligible services (and related equipment) or otherwise eligible services that are not supported by the service provider must be explicitly identified in the RFP response and separated in any E-Rate presentations.

E-Rate rules are accessible via the Administrator's Website: <http://www.sl.universalservice.org>. Providers must be familiar with and compliant with all applicable federal E-Rate program requirements, including but not limited to: filing of all required service provider forms, including Form 498, Form 499 (annual and quarterly filings to the extent they are applicable); Form 473 (Annual Service Provider Certification); Form 474, Service Provider Invoice Form, which invoices SLD for the E-Rate discount amount; provision of discounted bills (net of the E-rate discounts) to the buyers; compliance with E-Rate document retention requirements; and provision of information that libraries must submit as part of their filing requirements, including itemization of costs for installation charges and equipment.

Any provider submitting a response must have a Federal Communications Commission Registration Number (FCCRN). Providers may obtain a FCCRN via the Federal Communications Commission Website: <http://www.fcc.gov>. Providers also must have a Service Provider Identification Number (SPIN) for Internet Access and/or Telecommunications Services in good standing with the E-Rate Administrator (i.e. not "Red Light" status). For any future contracts, the provider will have a continuing obligation to notify the buyer of any change in Red Light status and failure to maintain good standing with the FCC and to be classified as on Red Light status may constitute grounds for terminating the parties' contract for cause.

In accordance with E-Rate rules, the cost of E-Rate eligible services will be the most heavily-weighted factor in making award decisions. Each library system intends to file its own E-Rate 471.

1.9 Tax Exempt Status

The libraries in this RFP are non-profit libraries or governmental entities which enjoy certain exemptions from taxes and fees. They are not exempt from all telecommunications taxes or fees, such as the universal service contribution fee. Providers must ensure that their cost proposals include all applicable taxes and surcharges from which the libraries are not exempt, as required in Attachment 1.

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1.10 Additional Information for the Providers

The buyers reserve the right to:

- Amend, modify, cancel this RFP or not award any contract;
- Modify or add to the requirements contained in this RFP at any time after the issuance of this RFP for compliance by all providers;
- Award a contract for any or all parts of the RFP to one or more service providers and negotiate terms and conditions to meet requirements consistent with this RFP;
- Utilize any and all ideas submitted in the RFP proposals received;
- Request providers to clarify their RFP proposals, answer questions or resubmit pricing;
- Purchase the most cost-effective proposal(s) and not necessarily the lowest-priced proposal(s) in accordance with E-Rate rules where price of E-rate eligible services is the factor given the most points in the evaluation among all of the various factors considered in the evaluation.

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2 Statement of Work

This Section 2 contains the technical requirements of the services sought by the libraries.

- Providers are encouraged but not required to offer service to all sites.
- Providers are encouraged but not required to offer a “bundled” package that offers discounts if the buyers purchase multiple sites together, provided that:
 - Pike County sites and Wayne County sites are not bundled together; and
 - The libraries still have options for choosing sites separately

2.1 Buyers’ Intent

The libraries seek to upgrade broadband service and/or reduce costs by entering into multi-year agreements with one or more service providers.

2.2 Technical Requirements and Features Sought

Attachment 1 lists each library, its address and phone number and specifics about current service. Where applicable, notes are included to explain the buyer’s intent. Providers should use Attachment 1 to summarize the service proposed and the price to each location.

Transport

Of the ten library sites, one has a T1 and the rest all have DSL or cable modem service. The libraries are not seeking dedicated access or fiber service to all sites. Generally, high speed cable modems or a similar service will suffice.

Internet Access

The libraries seek Internet Access at speeds comparable or better than those identified in Attachment 1.

Internet Term of Service

The libraries are willing to sign contracts for up to 36 months of service beginning July 1, 2012.

IP Addressing Assistance

The buyers want the ISP to handle IP addressing, IP address space issues, IP ranges, IP address allocation, provisioning, and configuration.

Internet Availability and Performance

The buyers seek highly reliable and highly available Internet for their libraries. Please submit your Service Level Agreement along with your response.

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Network Operations

Please use this section to provide additional information about how your Internet service will be delivered to the libraries.

Leased Edge Equipment

All edge equipment must be in compliance with the On-Premises, Priority 1 Equipment rules pertaining to the E-rate program. Please specifically describe the equipment to be used and the service package proposed. Identify any additional equipment that the libraries will need on their side of the demarcation point (e.g. switch, router, firewall, etc).

Location Changes

Please explain what happens if a library needs to move service to another location. Discuss the technical issues and pricing implications.

Network Monitoring

Describe how you will monitor Internet traffic to the customer's locations and notify them of problems.

2.3 Project Planning and Network Launch

Service providers must offer end-to-end solutions that include all aspects of successful installation and service launch, including: planning and design; installation and configuration of on-premise Priority One equipment; set up of materials such as patch cords, equipment racks, connections, innerduct and cable extensions; coordination of permits, licenses, make-ready, tower rentals, pole rentals, rights-of-way, applications, etc. The provider must bring the circuit to the demarcation point inside the library building at the customer's equipment.

Please specify any installation requirements, (including inside conduit, outside conduit, rights-of-way, extra equipment, power requirements, climate control, etc.) that will be the responsibility of the customers and not the responsibility of the provider.

The target start date for all services is July 1, 2012. Please indicate whether you are able to meet that date or propose an alternative.

2.4 Business Administration Capabilities

Please provide a concise overview of your company as it relates to your ability to provide the services in this RFP. Please describe your company's experience in successfully implementing similar projects and demonstrate stability sufficient to execute a multi-year contract.

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2.5 Pricing for E-Rate Eligible Services

For all services, the **price of E-Rate eligible services will be the most heavily weighted factor in choosing the most cost effective bid(s)**. This is in keeping with the libraries' collective preference and the requirements of the federal E-Rate program. Pricing must be presented in Attachment 1 according to the format of that spreadsheet. Providers may offer multiple proposals for the buyers to consider.

Non-Recurring Charges (NRC)

The buyers' preference is to keep installation costs low; they do not have grant money for installation.

Taxes and Fees Included

All taxes and fees must be included in the proposal. Failure to include taxes and fees in Attachment 1 at current rates may be grounds for rejection of an otherwise complete proposal. Taxes and fees should be included in Attachment 1- Pricing Spreadsheets.

Future Pricing for Additional Services

The libraries may seek to upgrade services to any or all sites as requirements, services or pricing changes. Please explain how the libraries could upgrade services over the three-year contract term.

Additional Pricing Guidance

Please be sure to allow the libraries to choose sites independently of any bundled grouping of libraries.

The buyers specifically may choose a higher-priced service based on the overall value to the libraries, in accordance with E-Rate rules. Examples include but are not limited to:

- Choosing a higher bandwidth option over a lower bandwidth option;
- Choosing a technically superior solution over a lower quality solution;
- Choosing a solution that provides more administrative flexibility

2.6 Value Added

Please describe how your proposal provides added value to the buyers. Let it be known that only E-Rate eligible items may be considered in evaluating these proposals.

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3 Additional Response Requirements

Please acknowledge the following numbered requirements and/or submit the requested information:

3.1 Representations and Documentation

- Provide proof of your E-Rate SPIN (in the form of a printout from the USAC Website). Specify whether the SPIN is for Internet Access or Telecommunications Services.
- Submit a Federal Communications Commission Registration Number (FCCRN) in the form of a printout from the FCC Website. Providers may obtain a FCCRN via the Federal Communications Commission Website: <http://www.fcc.gov>.
- Provide evidence that your company is not in Red Light status within thirty (30) days prior to the response submission date. Acceptable evidence is a printout of the Federal Communications Commission Red Light Status page from the Federal Communications Commission Website: <http://www.fcc.gov>.

3.2 Financial Information

Please provide sufficient financial information to demonstrate financial stability.

3.3 Proof of Insurance

The provider shall submit with its proposal a copy of its liability insurance, including type and amount.

3.4 Additional Information

The Issuing Office reserves the right to require providers to submit additional information, for the purpose of clarifying their RFP proposals or to request an oral presentation.

4 Contracts

Each library system (Pike and Wayne) will sign its own contracts for service and file its own E-Rate Form 471. Please submit a copy of the contract(s) you propose for the libraries.

5 Submission Instructions

To submit a proposal, email a complete, on-time electronic response to: mrodgers@waynelibraries.org. The main body of the response may be in PDF or Word format. Attachment 1- Pricing Spreadsheets MUST be in Excel format. Do not write-protect your Excel document.

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6 Criteria for Selection

Each provider submitting a complete proposal will be evaluated separately by library system (Pike and Wayne) according to the scoring matrix below. The buyers need only to evaluate one proposal per provider. Library systems may score each site separately or collectively if a provider can serve all or most sites in a cost-effective package.

Evaluation Criteria	Possible Score	Evaluators' Score	Comments
Compliance with General Provisions	2.5		
Technical Response	30		
Project Planning	10		
Business Administration	10		
Pricing for E-Rate Eligible Services	40		
Value Added	2.5		
Additional Response Requirements	2.5		
Contracts	2.5		
Total	100		

In accordance with E-Rate regulations, price of E-Rate eligible services will be the most heavily-weighted factor for all decisions.

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ATTACHMENT 1- PRICING SPREADSHEETS AND INSTRUCTIONS

This section provides step-by-step guidance for correctly submitting Attachment 1- Pricing Spreadsheets. It is extremely important for service providers to follow these instructions to ensure the accurate evaluation of your responses. Providers that do not follow this format may have their proposals discarded.

The spreadsheets are color-coded. White cells provide information for the respondents. Green cells need to be filled-in by the respondents. Grey cells are calculated automatically based on the respondent's inputs. Brown cells depict the independent libraries.

Column	Description/Instructions
A	ID # to keep track of the sites being connected
B	Name of the library entity or site seeking service
C-G	Address and telephone number of each site
H	Current Internet Service Provider for each location
I	Type of service currently provided
J	Current upstream bandwidth
K	Current downstream bandwidth
L	As applicable, this includes guidance from the buyers.
M	This is the number of months for a new service contract
N	Identify the type of service proposed (e.g. cable modem)
O	Input upstream bandwidth (Mbps)
P	Input downstream bandwidth (Mbps)
Q	Input non-recurring costs (installation charges) for Internet service
R	Input monthly recurring costs for Internet service
S	Input any additional non-recurring taxes and fees
T	Input any additional monthly-recurring taxes and fees
U	This is the sum of all non-recurring charges, calculated automatically
V	This is the sum of all monthly recurring charges, calculated automatically
W	This is the total cost for all services, calculated automatically based on the number of months of service. This is what the buyers will evaluate to determine the lowest-priced proposals.
X	This optional column is for respondents to offer any useful clarifying information.

Respondents may include additional worksheets to present different proposals.

Please check your math! Thank you for your interest in this RFP.