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**REQUEST FOR PROPOSALS  
INTERNET ACCESS – CROSS COUNTY LIBRARY – MAIN BRANCH**

**Section 1: Introduction**

The East Central Arkansas Regional Library on behalf of the Cross County Library, hereafter referred to as Applicant, is requesting proposals for Internet access for delivery of Internet access services to the public and for library operations. Service is expected to terminate at the Main Branch of the Cross County Library, located at 410 E. Merriman Avenue, Wynne, AR. 72396. The new service is being planned to begin on July 1, 2019 which represents the expiration of the current service.

**Section 2: Service Requests**

1. Applicant is seeking bids for a fully managed, bundled Internet access solution as allowed under E-rate Category 1. .

2. Network Design and Construction Routes

a. Applicant leaves point of presence (PoP) location and fiber routes up to respondent. However, due to current and future bandwidth needs, designs are encouraged to provide dedicated infrastructure to Applicant. This includes little to no aggregation or third-party equipment between Applicant site and PoP.

b. Applicant is not advocating or mandating any preconceived network design or construction route and leaves this decision up to the vendor to present their best solution.

c. Respondents should clearly illustrate proposed network design and construction routes.

d. The applicant’s stated decision criteria (outlined in the RFP) will be used to determine if an award is made as-a-result of this RFP. The applicant has, in accordance with E-rate guidelines, rated cost of service as the highest weighted factor in its decision criteria.

3. Special Construction - it is not expected that special construction will be necessary for the provision of service to this location. The Library nor the USAC/SLC will not be responsible for any costs incurred.

**Section 3: Solution Specifications**

1. Internet access

a. Applicant must have dedicated bandwidth of a minimum of 20 Mbps with static IP addresses as necessary

b. The solution must be scalable to 1 Gbps, and the proposal shall include options for scaling up service.

c. Applicant also requires firewall services bundled with Internet access service.

d. Contract options are requested for 12 month, 36 month, and 60 month] terms of service.

e. Monthly recurring cost and any additional non-recurring costs are required to be broken out and listed separately.

i. Respondents are free to propose alternate pricing terms provided they have also included pricing in the requested format.

ii. No increased pricing will be allowed during the term of the quoted service.

f. All solutions must adhere to the Service Level Agreement (SLA) terms in Section 4.

**Section 4: Service Level Agreement**

1. Proposed services must meet the following specifications:

a. The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.

b. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

c. Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service.

2. Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.

3. Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.

4. Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.

5. Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.

6. Trouble reporting, escalation and resolution: A detailed trouble reporting, escalation and resolution plan will be provided to the Applicant.

7. Measurement: Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages of a certain duration or longer will be identified.

8. Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.

9. Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.

10. Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Applicant.

**Section 5: General Terms for All Proposals**

1. Failure to include any requested information noted as required by the respondent is grounds for disqualification.

2. Description of Proposal

a. Respondent will provide a description of their proposal for all services and solutions.

b. Description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other detail Applicant may find useful or necessary (or could differentiate the solution from a competing proposal).

3. Timeline

a. Service selected must be brought online on July 1, 2019, or not later than 30 days after the signing of a contract, whichever is the later.

b. Contracts must be executed (signed by all necessary parties) in timeframes specified by the Library and required by USAC.

4. Demarcation

a. All solutions must terminate service or infrastructure in the demarcation point at address specified in the pricing sheet (specifically, the mechanical closet within the Main Library).

b. Solutions bringing service to the property line but not to the demarcation point are not acceptable.

c. Respondent must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and CAT6a handoff, rack mount patch panel, etc.

5. Network Diagram

a. For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint.

b. Diagrams must show if the circuit is routed through any aggregation hubs, equipment, or third-party facilities between Applicant site and point of presence.

6. References

a. For each response, respondent must provide 3 references from current or recent customers (preferably K-12 or public library) within Arkansas with projects equivalent to the size of Applicant.

7. E-rate Program Integrity Assurance (PIA) Review

a. If their solution is chosen, respondents are required to promptly provide Applicant with any information being requested as part of PIA review.

b. Vendors may assist applicants with preparing funding requests or responding to PIA questions and may speak directly with PIA reviewers.

c. All responses must agree, in writing, to this section with a yes or no answer. Answering no or failure to answer at all is grounds for disqualification.

8. Required Notice to Proceed and Funding Availability

a. Applicant will follow the purchasing policies of the Applicant’s Board and requirements and procedures of the FCC’s E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding.

c. E-rate funding notification alone will not signify notice to proceed. The applicant will have the right to allow the contract to expire without implementation if appropriate funding (including any state matching funds for special construction projects) does not come available.

9. Only legitimate bid responses will be considered.

10. Questions regarding the proposals must be submitted in writing to jpaul@ecarls.org. Questions submitted and any responses given will be shared with other contractors upon request to the same address.

11. Proposals must be complete upon submission.

12. All other terms, etc. must be equal to those offered to other schools and libraries receiving services and discounts through the Universal Service/E-rate funding program and congruent with any applicable state and federal laws, rules, and regulations.

13. All proposals must be submitted to the Regional Librarian at 410 E. Merriman Avenue, Wynne, AR 72396 until the allowable contract date on the Form 470. #190028408. Proposals may be submitted electronically to [jpaul@ecarls.org](mailto:jpaul@ecarls.org) by the same date/time. All proposals become public record upon submission.