

Timberland Regional Library RFP for

Managed Internal Broadband Services (MIBS) & Equipment Procurement 2021

Description of Products & Services Needed:

The Timberland Regional Library seeks bids for a Managed Internal Broadband Services (MIBS) contract that includes operation, management, and monitoring of eligible broadband internal connections required to provide internet access and connectivity for all branches in the library system.

Managed services would be for existing equipment owned by TRL and for the procurement and provision of additional/replacement equipment necessary for the delivery of broadband services. The library is not limited to purchase all needed technology products under this agreement and may also choose to purchase equipment through a separate procurement process from another vendor. All library owned equipment would be supported under this agreement regardless of the timing or sourcing of the purchase. New equipment may be purchased and owned by the library or leased from the selected vendor. Product Licensing is part of this contract, including Right to Use Licenses or Basic Maintenance of Internal Connections Licenses (BMIC) for software updates, patches and product technical support.

Managed internal network equipment covered by this contract may include but is not limited to firewall services, routers, switches, access points for LAN or WLAN (wireless access points) and wireless controller systems. Broadband services includes fiber, cable or other circuits relating to data transmission and internet access. TRL may elect to procure additional or like goods and/or services required for the effective operation of their managed broadband system through this contract. When necessary, selected vendor would train TRL staff on the use of new equipment and systems.

Below is the projected inventory of products to be managed and potentially procured under this contract in the future. The quantities are subject to change and the model numbers represent the functionality required. All eligible broadband equipment in use at the library would be covered under this contract. Equivalent products may be substituted. Note that any products and quantities included in this RFP are not a guarantee of sales and the library reserves the right to not purchase products at their discretion. The library is not considering recycled or refurbished products in this bidding process and this requirement is a disqualifying factor for the evaluation of bids.

Sample of Existing Equipment To Be Managed: *Current contracts are already in place for the replacement of the products listed below as needed.*

Type	Make	Model	Initial Quantity	Optional Total Contract Quantity
Switches	Meraki	MS250	25	75
		MS225	11	33
		MS120	1	3
	Cisco	C9500	2	6
		C2960	4	12
		C3560	4	12
		C3750	2	6

WAPs	Meraki	MR56-HW	10	40
		MR46-HW	104	300
		MR20	1	3
Routers	Cisco	CISCO2911-K9	1	3
		CISCO2951-K9	1	3
Firewall	Cisco	Firepower 2130	1	3

Bids should indicate if any items or services are not eligible or are partially eligible for E-rate funding. If the item or service is only partially eligible for E-rate funding, provide the eligibility % with bid. If there is another comparable item that is fully eligible, including SKU numbers specifically for the E-rate program, please also include that item in your bid.

Requested Information & Bid Format:

1. All work must be must be guaranteed to be up to current safety codes and consistent with industry best practices. Please describe your company’s standards of quality control for safety issues, implementation, testing, and training.
2. Note that the Library requires one week notice for maintenance and/or configuration changes.
3. Provide your methodology for development of project timelines and your compensation and remediation policies for non-completion according to schedule.
4. Explain your warranty term, conditions and exclusions and provide the guaranteed response time in the event of needed service or repairs.
5. Bids should provide itemized pricing for:
 - a. Overall discount % off manufacturers’ list product pricing (for Cisco products and 2 equivalent brands if available)
 - b. Products vs licensing/maintenance & support
 - c. Installation, time and materials
 - d. Training, travel & per diem
 - e. Eligible vs ineligible products and services
6. Bids should include a copy of your company’s standardized contract(s) for Managed Services and Equipment. Please indicate if your company does not have a standardized contract for this type of agreement.
7. Bids should include an example of the billing statement that includes all estimated costs, taxes and fees.
8. Provide qualifications and experience of the dedicated project manager for implementation.
9. 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 99.9% 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.
10. 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 100 miles of Timberland Regional Library.

11. Please indicate if your company has other Managed Broadband and equipment contracts that are part of the E-rate program and indicate 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 2021 SPAC/473 requirements. Failure to maintain E-rate SPIN eligibility requirements could result in contract termination. Vendor must be willing to do SPI or BEAR methods of reimbursement and the Library will decide which method will be used.
12. 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.

Contract Term, Bidding Period & Misc Requirements:

1. Initial contract length is approximately five (5) years, with a one-year (1) automatic extension period for a total of six (6) years. If product or service pricing decreases in the future, the library will purchase at the lowest price available at that time.
2. Bidding period will end 28 days from the posting date of the 470 form, but may be extended at the library's discretion if necessary to conduct a competitive bidding process.
3. The Library reserves the right to reject all proposals and not pursue this project.

Contact, Submittal & Misc 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 within 14 days after the 470 has been posted 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 Andrea Heisel, aheisel@trl.org.
4. All RFP documents, including instructions, bid formats, Q&A, updates, etc. will be uploaded to the original E-Rate 470 form and also posted at <https://www.trl.org/request-proposals>
5. For library branch addresses, please see <https://www.trl.org/locations>
6. Non-Appropriation Clause: Any contract that may exceed 12 months must include a specific clause which allows TRL to terminate a contract for non-appropriation of funds, or default. Because contracts frequently span two fiscal years (i.e., the contract is entered into for a period of 12 months from July through June), this cancellation clause is standard for all TRL contracts.

Evaluation criteria for selecting the winning bid:

Proposals will be judged on several criteria, including but not limited to:

- 30 Points - Price of Eligible Products and Services (Most heavily weighted criteria)
- 10 Points - Price of Ineligible Products and Services
- 20 Points - Quality of services, standards and procedures proposed
- 20 Points - References, positive previous experience working with library and/or vendor's E-rate experience
- 20 Points - Completeness of bid (includes all items requested)