
Sterling Municipal Library



Awaken the Intellect... Ignite the Imagination

Request for Proposal
Internet Access
Sterling Municipal Library

Erate Funding Years

July 1, 2019-June 30, 2022

REQUEST FOR PROPOSAL
Internet Access
Sterling Municipal Library

The Sterling Municipal Library (SML) invites vendors to submit proposals in accordance with the terms and conditions of the Request for Proposal (RFP). This RFP provides the requirements and evaluative criteria for Internet services and requests a detailed response from all prospective vendors, including pricing and service descriptions, in a specified format.

Our goal is selecting an Internet Service Provider that can provide Internet Access with sufficient speed and bandwidth needed at SML.

The work proposed in these specifications are dependent upon receipt of Erate Funding for Internet Access for the Erate Funding Years July 1, 2019-June 30, 2022.

The intent of this bid is to enter into a contract for Internet Access for a three (3) year period to begin July 1, 2019, and to run through June 30, 2022. Internet Service Providers should be able to deliver the following features: Standard Internet service over fiber, 16 IP address allocation, CIPA compliance, and Managed Services of the Internet connection.

Background Information

The Sterling Municipal Library is located in Baytown, Texas. The following represents the technology currently present in the library:

- Sterling Municipal Library currently has a *digital VOIP* phone system.
- Sterling Municipal Library has **72** public computers. All have Internet Access, run on Windows 10, and are equipped with Microsoft Office 2007.
- Sterling Library has **40** staff computers. Of these, **20** are licensed with the Library's ILS software, Sierra. All have Internet connectivity and have been upgraded to Microsoft Office 2007.

- Sterling Library is connected to the Internet through fiber with 100 mbps connection. The Library’s Internet connections are managed in house with the help of our city’s ITS department.
- Sterling Library has a wireless Internet access. The wireless network is currently managed in house. The network consists of **4** Cisco access points.
- Sterling Library has 15 wireless-enabled laptop computers which are available to patrons for checkout.
- Sterling Library uses PHAROS software to manage both computer reservation and print management.
- Sterling Library currently operates four(4) self-check stations.
- Sterling Library offers downloadable talking books to patrons through OverDrive and Axis 360.

Services Required for this Bid

The intent of this bid is to enter into a contract for Internet Access for a three (3) year period to begin July 1, 2019, and to run through June 30, 2022. Internet Service Providers should be able to deliver the following features: Standard Internet service over fiber, Class C IP address allocation and maintain current IP addresses for continued access to IP-based library resources, CIPA compliance, and Managed Services of the Internet connection. Bids must include pricing for service at three potential speeds: 200mbps, 500mbps, and 1Gbps.

Requested Bandwidth for the Library:

| Service | Quantity and/or Capacity |
|---------------------------|---|
| Fiber Internet Connection | <i>Bids must include pricing for service at each of the following speeds: 200mbps, 500mbps and 1Gbps</i> |

Invoicing

Vendors submitting responses to the RFP agree to provide discounted billing for services associated with this proposal and seek reimbursement of the discount amount according to the invoicing/reimbursement guidelines of the Schools and Libraries Division of the Universal Service Fund, or to comply with all mandated E-rate submission to ensure that SML will receive reimbursement for the discounted portion from the Federal Communications Commission.

General Conditions

This RFP is not a contract offer. Acceptance of a proposal neither commits SML to award a contract to any vendor—even if all requirements stated in this RFP are met—nor limits our rights to negotiate in our best interest. We reserve the right to contract with a vendor for reasons other than just price.

Failure to answer any questions in this RFP may subject the proposal to disqualification. Failure to meet qualifications and requirements will not necessarily subject a proposal to disqualification.

It is important that the vendor understand that this Internet Access Proposal has been submitted on our library Erate application which, if approved, will entitle us to approximately 80% discount through the Universal Service Fund. If you are not familiar with this process, please call Jamie Eustace at (281)422-1120.

Right of Rejection

We reserve the right to accept or reject any or all responses to this RFP and to enter into discussion and/or negotiations with one or more qualified vendors at the same time, if such actions are in the best interest of SML. Bids on other forms than the ones provided herewith will be rejected. We reserve the right to

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reject any or all bids or parts thereof, as deemed to be in the best interest of the library.

Cost of Proposals

Expenses incurred in the preparation of proposals to this RFP are the sole responsibility of the vendor.

General Information

Terms of contract will be for a three (3) year period to begin on July 1, 2019 and to run through June 30, 2022.

Vendor will provide all necessary equipment, IP addresses, connections, routers, ect. needed for Internet Access at the library.

The vendor will be responsible for all service, maintenance, and monitoring of Internet connections.

Troubleshooting service will be provided within four (4) hours of reported problems on a 24/7 basis. Refunds will be provided for periods of service outage lasting more than four hours.

During the contract period, should lower pricing be provided to another client, the lower pricing must also be provided for this contract.

RFP Submission

Sealed RFPs should be submitted by mail, or hand delivery no later than **5:00 PM, Friday, January 11, 2019.**

Any bids mailed or delivered can be sent to the following address:

**Attention: Jamie Eustace
Sterling Municipal Library
1 Mary Elizabeth Wilbanks Ave
Baytown, TX 77520**

Bids may also be emailed to Jamie Eustace at Jamie.Eustace@Baytown.org

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The submission of a bid will be considered as conclusive evidence of complete examination of all instructions and specifications.

A Bid Form-Signature Page is provided in these specifications. This form must be used in submitting a bid, and all pages of the form must be completely filled out, and the whole signed by the bidder.

No bid may be withdrawn later than 4:00 PM on the day of the opening of bids. No modifications of any bid will be allowed after the same is delivered to SML, however, a bidder may withdraw a bid before 4:00PM on the day of opening and submit another bid before the closing date and time.

Evaluation Criteria

SML will be evaluating and weighing the following criteria when considering the various Internet Access Proposals. These standards are listed in descending order of importance.

| Criteria | Weight |
|---|-------------|
| Cost effectiveness of service | 50% |
| Comprehensive implementation designed to minimize disruption of library Internet activities | 25% |
| Experience and capabilities of account support group | 15% |
| Locality to Sterling Municipal Library | 10% |
| Total | 100% |

Qualifications of Bidders

SML may make such investigation as they deem necessary to determine the ability of bidder to perform the work. SML reserves the right to reject any bid if investigation of such bidder fails to satisfy SML that such bidder is properly qualified to carry out the obligations of the contract, and to complete the work contemplated therein.

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All bidders must be prepared to present suitable evidence of their financial standing.

SML has the right to reject any and all bids from any bidder that is in or contemplates bankruptcy of any chapter or nature. Said bidder must notify SML in writing of any existing condition or knowledge of same.

Form of Contract

The successful bidder will be required to execute a written contract with SML within two (2) business days after acceptance of bid. It is expressly understood and agreed by the bidders that the contractual obligations of SML to the bidders are effective only after the execution of a contract signed by all parties and Erate funding is secured from the School and Libraries Division of the Universal Service Fund.

Specifications

These specifications are intended to cover the furnishing of all materials and the performance of all work that may be required or necessary for the complete performance of the contract, and the bidder will be required to do all things that may be necessary to fully complete the work within the purview of these specifications.

Equipment and/or material to be furnished shall meet with the approval of the Library Director and the City of Baytown's Information Technology Department.

All equipment and/or material shall conform to the requirements of these specifications, and any equipment and/or material condemned by the Library Director and the City of Baytown's Information Technology Department as not meeting these specifications shall at once be removed and replaced with acceptable equipment.

Protection by Bidder

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The bidder agrees to indemnify and hold harmless SML from all suits or actions of every nature and description brought against them, on account of the use of patented or copyrighted appliances, materials, products or processes, and from all legal expenses and costs of suits regarding the same.

The bidder shall obey all Federal, State, County, and City laws or ordinances in any way pertaining to the work, and shall obtain all permits that may be necessary for its performance if required.

The bidder shall not assign, transfer, convey, sublet, or otherwise dispose of the contract or any part thereof to anyone without the written consent of the Sterling Municipal Library.

Exemption from Texas Sales Taxes

SML is exempt from Texas Sales Tax. Net prices as shown in the proposal shall exclude said State tax amounts. Bidders shall inform all prospective subcontractors and suppliers from whom they expect to obtain services or supplies of the tax exempt status of SML. Following the contract award, an exemption certificate will be furnished by the Sterling Municipal Library.

FORM FOR PROPOSAL SUBMITTAL
STATEMENT OF VENDOR'S QUALIFICATION

To accompany proposals submitted for Internet Access for the Sterling Municipal Library.

Name of Vendor's Firm: _____

Name of Company Representative: _____

Business Address: _____

Phone Number: _____

When/Where Organized: _____

Partnership _____ Corporation _____

Vendor must provide a Service Provider Information Number assigned by the Schools and Libraries Division (SLD):

SPIN Number: _____

Bidder **must** provide Federal EIN: _____

How many years you been engaged in this business under the present firm name: _____

Please attach to this statement at least five references including name, address, title, phone number and a brief description of work performed (include dates of work).

Date: _____

Firm Name: _____

By: _____

Title: _____

BID FORM-SIGNATURE PAGE

Date: _____

TO: Sterling Municipal Library

This bid is submitted in accordance with your RFP inviting bids to be received for the project identified as “Internet Access”. Having carefully examined the RFP, all instructions and specifications, and being familiar with the various conditions affecting the work, the undersigned hereby agrees to furnish all material, perform all labor, and do all else necessary to complete the work in strict accordance with the specifications for price as contained herein.

In the event this bid is accepted the undersigned is hereby bound to commence and complete all of the work included under this contract in such time and such manner as designated for the various items he has contracted to supply or perform.

In submitting this bid, it is understood that the unrestricted right is reserved by the Sterling Municipal Library in making the award to reject any and all bids or parts thereof, or to waive any informalities or technicalities in said bids.

The undersigned hereby certifies that this bid is genuine and not made in the interest or in behalf of any person, firm or corporation not herein named; that the undersigned has not, in any manner, sought by collusion to secure for himself an advantage over any other bidder.

TOTAL AMOUNT BID OPTION: _____

(Print Name)

(Signature)

Bid must be signed for consideration.