

Request for Proposal
-Internet and Communications Circuit Services-
Marshes of Glynn Libraries

ERate Funding Year
July 1, 2017 – June 30, 2018

Subject: Marshes of Glynn Libraries
Request for Proposal - Internet and Communications Circuits

The Marshes of Glynn Libraries invites vendors to submit proposals according to the terms and conditions listed throughout this document. This Request For Proposal (RFP) will serve to provide vendors with the requirements, evaluation criteria, and other information required for the installation of one Internet communications circuit and two private Metro-Ethernet communications circuits as requested. All interested vendors are to provide a detailed response in writing to include pricing & service descriptions in a specified format. Award will be made to the vendor offering the proposal, which is the most advantageous to the Marshes of Glynn Libraries.

Reservations

The Marshes of Glynn Libraries reserves the right to reject any or all proposals and also reserves the right to waive any informality in the proposals received. Marshes of Glynn Libraries reserves the right to award or reject a contract or contracts based on evaluation criteria found through this document.

Any bidder who has demonstrated poor performance during either a current or previous agreement with the Marshes of Glynn Libraries may be considered as an unqualified source and their proposal may be rejected. The Marshes of Glynn Libraries reserves the right to exercise this option as is deemed proper and/or necessary.

Goals

All vendors should be aware our goal is to select an Internet Service Provider (ISP) that can provide internet access with sufficient speed and bandwidth for all 2 public library locations in Glynn County. Vendors should also be aware ALL work proposed throughout this document is dependent on ERate funding for Funding year July 1, 2017 – June 30, 2018.

The intent of this RFP is for the Marshes of Glynn Libraries to enter into a contract for a minimum period of 3 years. Contract start date will begin July 1, 2017 and run through June 30, 2020. Internet and Communications Circuit Service Providers should have the ability to deliver:

1. Internet service directly connected to Tier 1 with a /128 subnet providing 126 available public IP addresses
2. Private VLAN tagged Metro Ethernet circuits
3. CIPA Compliance
4. Local Central Office at both locations with an Emergency Operations Plan.

Vendors must also be prepared to provide all necessary equipment, IP addresses, connections, & connectivity for a single-mode LC fiber optic hand off at each location. The Marshes of Glynn Libraries would prefer to have the least amount of equipment connecting from the fiber optic links to our equipment. This is so that we may simplify complexity and thus simplify troubleshooting, reduce potential failures, and reduce power consumption.

Vendors will be responsible for all service and maintenance of all internet connections and have a central office presence at both locations.

Vendors must provide 24 hour support for troubleshooting any reported problems or outages and administrative support during normal business hours. Refunds must be provided for periods of service outage lasting more that (4) hours and where service level agreements are not met.

During the contract period, in the event that lower pricing be provided to another client, lower pricing must also be provided for contracts with the Marshes of Glynn Libraries.

Background Information

The Marshes of Glynn Libraries is composed of 2 locations all located within Glynn County, Georgia. We are headquartered in Brunswick, Georgia at 208 Gloucester Street, Brunswick, GA 31520.

Current Environment

Library Name	Address	Current Environment
Brunswick-Glynn County Library	208 Gloucester Street Brunswick, GA 31520	1000 mbps private communications and 100Mbps fixed Internet communications
St. Simons Island Public Library	530 Beachview Drive St. Simons Island, GA 31522	20 Mbps aggregate private microwave and 100 Mbps fixed Internet communications via hub and spoke

Minimum Requested Bandwidth

Library Name	Address	Required Environment
Brunswick-Glynn County Library	208 Gloucester Street Brunswick, GA 31520	Minimum of 200Mbps fixed Internet circuit and 100 Mbps

		burstable to 1000Mbps private VLAN communications circuit
St. Simons Island Public Library	530 Beachview Drive St. Simons Island, GA 31522	100 Mbps burstable to 1000 Mbps via private VLAN while the Internet 200 Mbps service shall be provided via hub and spoke connection

** The Marshes of Glynn Libraries requires the Internet communications circuit to be terminated in the Glynn County Information Technology Datacenter located at 1725 Reynolds Street Brunswick, Georgia 31520 and the private VLAN circuits terminated at the Brunswick and Saint Simons Island Libraries separately. This will provide a secure Internet communications platform that is monitored 24/7 with an enterprise level UPS battery backup system and failover generator support. Glynn County will utilize private fiber optic cabling to complete connectivity required for bandwidth allocation.

General Conditions

All vendors be made aware this RFP is not a contract offer. Acceptance of a proposal, even if all requirements stated throughout this RPF are met, neither commits nor limits the Marshes of Glynn Libraries ability or right to negotiate in the library’s best interest. The Marshes of Glynn Libraries reserves the right to contract with a vendor or vendors for reasons other than just price.

Failure to answer any questions in this RFP may subject the proposal to disqualification. Failure to meet qualifications, responsibilities and requirements may subject a proposal to disqualification.

Vendors will be made further aware that this Internet Access Proposal has been submitted under the Marshes of Glynn Libraries ERate applications which, if approved, will entitle us to approximately 80% discount through the Universal Service Fund. Vendors must 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.

The Marshes of Glynn Libraries agrees to pay for the discounted portion of services provided under this proposal. Invoices should be broken down by line item, listing the individual library and the appropriate discounted charge for each contracted facility. Total costs may be listed minus the applicable discount amount to arrive at the discounted amount accounted to each library in the library system.

Any entity responding to this RFP must be familiar with the ERate process and have an appropriate Service Provider ID Number (SPIN). Service providers without proper identifying (SPIN) numbers will not be considered.

The successful bidder will be required to execute a written contract with the Marshes of Glynn Libraries within twenty (20) business days after acceptance of proposal or proposals. It is expressly understood and agreed by the bidders that the contractual obligations of the Marshes

of Glynn Libraries to the bidders are effective only 1) after the execution of a contract or contracts signed by all parties and 2) Erate funding is secured from the School and Libraries Division of the Universal Service Fund.

RFP Vendor Responsibilities

References

Each vender must provide Firm information which includes personnel and references such as:

1. Brief history of firm and its experience providing Internet services.
2. Information concerning all individuals assigned to work on this project to include a description of their experience with providing internet services and any other applicable work experience as it pertains to this project
3. A listing of 3 comparable clients of similar size and scope that have received similar service in the past 3 years with contact information to also include length of service for each account. The Marshes of Glynn Libraries reserves the right to contact and/or visit any of these accounts as part of the RFP process.

Cost

Any cost or expenses incurred in the preparation of proposals to this RFP are the sole responsibility of the vendor and may not be added to the vendors’ final proposal.

Evaluation Criteria

The Marshes of Glynn Libraries will evaluate and weigh the following criteria when considering various proposals. These standards are listed below:

Evaluation Criteria	Weight
Cost effectiveness of service	45%
Comprehensive implementation designed to minimize disruption of current library Internet activities	20%
Experience and capabilities of account support group	15%
Locality to Marshes of Glynn Libraries	20%
Total	100%

PROTECTION BY BIDDER

All bidders agree to indemnify and hold harmless the Marshes of Glynn Libraries and their representatives from all suits or actions of every nature and description brought against them or any of 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.

Bidders 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. (a) That in the hiring of employees for the performance of such contract, no bidder, sub-contractor, nor any person acting on behalf of such bidder or sub-contractor shall by reason of race, creed or color discriminate against any citizen of the United States who is qualified and able to perform the work to which the employment relates; (b) Nor shall they in any manner discriminate against or intimidate any employees hired for the performance of the work on account of race, creed or color. House Bill 87, Section 3, E-verify Form.

All bidders shall not assign, transfer, convey, sublet or otherwise dispose of the contract or any part thereof to anyone without the written consent of the Marshes of Glynn Libraries.

EXEMPTION FROM GEORGIA SALES TAXES

The Marshes of Glynn Libraries is exempt from Georgia State 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 the Marshes of Glynn Libraries. Following a contract award, an exemption certificate will be furnished by the Marshes of Glynn Libraries.

Questions / Submission of Proposal

This request for proposal (RFP) has been posted on the Marshes of Glynn Libraries' website for your convenience (www.moglibraries.org). All bids from all interested vendors will be accepted by mail only.

Mail to: Marshes of Glynn Libraries, 208 Gloucester Street, Brunswick, GA 31520

All Proposals must be submitted in a sealed envelope and received by mail or delivered no later than 5:00 PM EST on **February 3, 2017**. Any proposals sent or received after this date and time will be denied. No exceptions will be made for late submissions. Proposals will be opened and read by the Marshes of Glynn Libraries Director and Keri Moreland, Glynn County Purchasing Agent, shortly following the due date. Recommendations will be made and the Marshes of Glynn Libraries Board of Trustees may award a contract or contracts as the Marshes of Glynn Libraries deems appropriate. All vendors are strongly encouraged to read the posted RFP *before* attempting to contact anyone concerning this project. No calls concerning this project will be taken. Any and all questions will be accepted via email to gmullis@glynncounty-ga.gov with "FY18 Internet Services Proposal" as the subject. Technical questions shall be directed to Glynn County Network Engineer, David West, (912) 554-7162 dwest@glynncounty-ga.gov.

It is the vendors' responsibility to periodically check for any addendums made during the proposal process. All addendums to this RFP will be posted with the RFP file and named "RFP addendums". All questions must be submitted in writing by (DATE) and will be responded to by (DATE). Additionally any cost or deductions associated with said changes are the vendors' responsibility to note and make adjustments accordingly and present in a written amendment to the contract.