

2027 Leased Lit Fiber WAN

Addendum 2 posted 7/24/2026

This Addendum 2 is posted in response to questions received from interested vendors in accordance with Section **5.3. Q&A Process** in FCC Form **470 270000068 for Funding Year 2027**. Please refer to FCC Form 470 270000068 and it's associated RFP for details about the services eiNetwork is seeking.

Q#	Question	Answer
1	Will there be a single award, or multiple awards for different vendors	Per section 5.5.e.iv. "Preference will be given for complete solutions that deliver services to all locations listed under Appendices I & II." And Section 5.11. "However, proposals that fail to respond to all required service locations listed in Appendices I and II, or that omit required pricing or technical documentation, may be deemed non-responsive at eiNetwork's discretion." eiNetwork's preference is to issue a single award for a complete, end-to-end solution across all locations in Appendices I & II. However, eiNetwork reserves the right to make multiple awards if doing so is determined to be the most cost-effective solution overall in accordance with E-rate evaluation guidelines.
2	What level of path diversity is expected? Building entrance or route?	Most libraries will not have physical dual-building-entry conduits.
3	Are there specific sites that are priority that need always on, or sites that are open a few days a week?	All sites listed in Appendices I and II require reliable, continuous connectivity. While individual library operating hours vary across the County, centralized core services (such as cataloging, automated systems, WiFi, and security updates) run 24/7/365 across all circuits. Circuit availability and SLA metrics apply to all sites continuously regardless of physical branch opening hours.
4	Is eiNetwork open to negotiating liability caps?	Terms will be negotiated with the selected bidder upon award. However, as outlined in Section 4 (<i>Liability, Insurance, and Indemnification</i>), no limitation of liability shall apply

		to the vendor's indemnification obligations or to claims arising from bodily injury, personal injury, or property damage.
5	Can indemnification obligations be limited to direct damages?	Terms will be negotiated with the selected bidder upon award. As stated in Section 4, indemnification covers claims, losses, damages, and expenses resulting from the breach of obligations under the agreement, or the negligence/willful misconduct of the vendor.
6	Will vendors be allowed to use standard MSA + E-Rate addendum?	Yes. Vendors must submit their proposed Master Services Agreement (MSA) or commercial contract template with their proposal submission. Final contract terms, including any E-rate addenda, will be negotiated upon vendor selection.
7	Can SLA credits be capped at a % of MRC?	Vendors may propose standard SLA terms and credit caps within their proposal, including rationale.
8	Are there penalties beyond service credits?	Beyond standard SLA invoice credits, default/termination provisions for persistent failure to perform or deliver service will be defined in the negotiated contract. Additionally, per Section 4, vendor-caused program violations or failure to provide required PIA documentation may constitute grounds for contract termination.
9	What level of proactive monitoring integration is required?	eiNetwork does not require deep API integration into its internal ticketing systems, but it would be preferred. eiNetwork uses a service management platform from Ivanti. Proactive monitoring means the vendor's Network Operations Center (NOC) detects outages/degradations automatically, opens an internal ticket, alerts eiNetwork via email/SMS within required SLAs, and provides visibility into active issues via a web-based customer portal.
10	- Is <5 ms latency measured: - Site-to-core - Core-to-core - End-to-end across WAN?	Latency of < 5 ms round trip is measured site-to-core (from the library demarcation point in Appendix I to the Consortium Service Location / Expedient Data Center demarcation points in Appendix II).
11	- Are SLA metrics required at: - Per-site level or Network-wide average?	SLA metrics (uptime, latency, jitter, MTTR) must apply at the per-site / per-circuit level . Network-wide averages are not acceptable for evaluating individual site outages or performance failures.
12	How is MTTR measured (clock start definition)?	Mean Time to Repair (MTTR) clock starts at the moment a service disruption is detected by the vendor's proactive monitoring system OR when an outage ticket is reported to

		the vendor by eiNetwork, whichever occurs first. The clock stops when full service restoration is verified and confirmed by eiNetwork.
13	What reporting format is required for SLA metrics and outages?	Outage and performance reports should be downloadable via the web-based customer portal (e.g., PDF or CSV format) showing monthly uptime percentages, ticket logs, latency metrics, and MTTR compliance.
14	Have there been historical performance issues driving this RFP?	No. This RFP is being issued as part of standard E-rate procurement for the upcoming contract period.
15	Para 3.4 requests bandwidths from 1Gbps to 10Gbps. Does eiNetwork have specific bandwidth tiers (e.g., 1G, 2G, 5G, and 10G) they're considering?	Bidders are encouraged to provide pricing for 1 Gbps, 2 Gbps, 5 Gbps, and 10 Gbps (or equivalent) bandwidth tiers per library site if there are cost advantages for each tier (i.e. if 5 Gbps is materially less expensive than 10 Gbps). Bidders can provide pricing for just 1 Gbps and 10 Gbps if bidder does not offer other bandwidth tiers or if those other tiers will not offer cost advantages. Pricing proposals should clearly illustrate the monthly recurring costs (MRC) across these incremental tiers to allow eiNetwork to evaluate cost scalability over the life of the agreement.
16.	Para 3.6 identifies a requirement for dedicated fiber strands from each library back to Consortium datacenters. This would appear to contradict para 3.2 requirements for a ring or mesh design. Can you clarify the requirements of para 3.6?	The intention of Paragraph 3.6 is to ensure logical and operational service independence , meaning a power failure or physical outage at one library site must not disrupt connectivity to any neighboring library sites, and that E-rated services are only provided to the eligible entities approved for the requested services. We seek to guarantee dedicated bandwidth to only those libraries receiving service and prevent single-point daisy-chain dependencies.
17	Should the address of Community Library of Allegheny Valley be 1522 Broadview Blvd, Natrona Heights PA 15065?	Yes. The correct street address for the Community Library of Allegheny Valley is 1522 Broadview Blvd, Natrona Heights, PA 15065 . An updated site list reflecting this correction will be issued in a final addendum.

18	Should the address of the Robinson Township Library be 5440 Campbells Run Road, Pittsburgh PA 15205?	Yes. The correct street address for the Robinson Township Library is 5440 Campbells Run Road, Pittsburgh, PA 15205 . An updated site list reflecting this correction will be issued in a final addendum.