

Statement of Work (SOW)-26-002

Managed Internet Access – Central Library

Indianapolis-Marion County Public Library

470 # 270000148

RELEASE DATE: AUGUST 3, 2026

The Indianapolis-Marion County Public Library (IndyPL) is requesting proposals from qualified Vendors to provide basic internet service at the Central Library location. The services described in this Statement of Work (SOW), as detailed in Appendix A, are to begin on **July 1, 2027**. IndyPL will entertain proposals with an initial term of up to 36 months in length with as many as two voluntary 12 month extensions. The services requested in this SOW are part of the E-Rate filings for the Library beginning with Funding Year 2027. Bidders are advised that this project will be contingent upon the successful obtaining of Category 1 E-Rate funding, and the contract agreement between the Library and the selected vendor must recognize that contingency.

SPECIFICATIONS

The Library seeks an agreement that allows it to work with the selected vendor to adjust quantities and/or scale back or cancel the project entirely as needed based upon funding availability and/or the best interests of the Library. The Library seeks proposals for the items detailed in Appendix A, but reserves the right to select single or multiple vendors for the equipment/services to maximize the effectiveness to the Library. Vendors may submit proposals for one or more of the items listed in Appendix A. The Library requests that interested vendors include separate pricing for each item and clearly indicate any discounts for bundled pricing.

QUESTIONS

Any questions related to this SOW should be directed to: Miguel Ruiz, Project Manager, Innovation & Technology, at E-mail: purchasingRFP@indypl.org. All questions concerning this request must be submitted prior to 8:00 AM Eastern on August 24, 2026. Use “SOW-26-002-Managed Internet Access” in the subject line. Answers to any written questions or any additional information, revisions, or clarifications to the SOW will be provided in the form of an addendum posted on the IndyPL website: <https://www.indypl.org/vendor-opportunities>. It is the sole responsibility of the Service Provider to check for any addenda that may be issued.

PRICING

- Proposals MUST *separate* E-Rate eligible and E-Rate ineligible products/services by line item. **The vendor is responsible to clearly indicate all ineligible costs by line item for all services and equipment associated with this SOW.**
- The Library is only interested in **multiple-year contracts** running from July 1, 2027 to June 30, 2030 as an initial term with options for up to two voluntary one-year extensions.

RESPONSE FORMAT

Proposals **must** include the following information:

1. Line-item pricing for each item listed in Appendix A for which the vendor is submitting a proposal. Any discounting applied to the vendor's proposal must be reflected at the line-item level. Proposals must clearly identify costs ineligible for E-Rate support. If a product includes mixed functionality, please indicate the allocation for each function (i.e. "60% Internal Connections and 40% BMIC"). For any part numbers that have been updated or replaced by the manufacturer, vendors should offer the most similar current part.
2. Two (2) clients for whom the vendor has provided equipment and/or services that are the same or similar to the equipment and/or services being requested in this SOW, including the client's name, and the name, title, and contact information of a person who may be contacted for further information. In addition, a brief description of the provided equipment and/or services for the reference should be included. It is preferable that at least one reference should be for a school corporation or library system within 90 miles of the Library.
3. The vendor's E-Rate SPIN Number. (The vendor must have a current SPAC form on file with USAC).
4. A sample contract which includes the proposal requirements and the E-Rate contingencies outlined herein, subject to modification by counsel for the Library.

Proposals should also include the following, if applicable:

- If applicable, vendor is to specify all fees, shipping charges, taxes, surcharges and contingency fees for eligible licenses.
- If applicable, vendor is to specify the manufacturer's warranty provided as an integral part of an eligible component without separately identifiable cost.
- Any ongoing subscription pricing must be listed separately.

Proposals must be prepared with specificity with regard to the equipment and/or services listed herein. Proposals merely listing a general menu of equipment and/or services available from a vendor, proposals appearing to be automatically generated without specificity in relation to the requirements of this SOW, and proposals missing substantial information but inviting the Library to contact the vendor to refine their proposal and/or discuss specifics will not be considered valid responses and will be disqualified from consideration. This includes any SPAM and/or robotic responses. For more information, please review the USAC E-Rate News Brief of February 15, 2024.

DUE DATE

Proposals must be submitted to Shanika Heyward, Chief Innovation & Technology Officer. Email: purchasingRFP@indypl.org. Proposals must be submitted before or by 8:00 AM Eastern on September 28, 2026; use "SOW-26-002-Managed Internet Access" in the subject line.

The Library reserves the right to reject any or all proposals, and to waive informalities, irregularities, and errors in the proposals to the extent permitted by law. This includes the right to extend the date and time for receipt of proposals. In the event that a responsible bid is not received or if it is determined that the low bid received is too high, the bid received will be rejected and the project will be cancelled or re-bid at the Library's discretion.

EVALUATION CRITERIA

While cost will be the most heavily weighted factor per E-Rate rules, the evaluation will also focus on the substance of the details provided in response to the requirements herein, including but not limited to compatibility with existing equipment, technical details, contract terms, experience, references, and adherence to the response format provided in this SOW.

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Managed Internet Access

APPENDIX A

TECHNICAL SPECIFICATIONS

The library is seeking proposals for Internet services at our Central Library location (40 East St. Clair Street, Indianapolis, Indiana 46204).

The scope of this SOW does not include wide area network (WAN) site to site communications services.

The requested services will include but are not necessarily limited to the following specifications and conditions. To the extent a Vendor takes exception to any specification or condition of service below listed, Vendor shall specifically identify the exception in its proposal.

A. Internet Connections

Provide an internet connections: the connection will terminate at the at the Central Library with at least 1 GB/s in both directions (symmetric). The internet connection will have a static contiguous /24 public address space assigned to it.

The IP addresses assigned will not have been part of bogon space for at least five years. The IP addresses assigned will not be currently listed on any major spam blacklist, including but not limited to SPAMHaus, ORDB, SPEWS, SPAMCop, OSIRUSoft, DSBL, BarracudaCentral, APEWS, ABUSEAT, SORBS.

In the event Vendor needs to change the provided IP addresses during the term of the contract, ninety (90) days' notice will be given before the change is implemented. Old IP addresses will be functional for a minimum of 120 days after notice is given. Address changes that are required more than one (1) time per contract term are not permitted, will be will be deemed a breach of Vendor's contract with IndyPL, and in such event IndyPL may choose to terminate the contract without penalty. Vendor will forward in-arpa DNS requests (reverse DNS) to IndyPL for any address in the ranges provided.

Vendor will not introduce any software or hardware between IndyPL and the internet that attempts to reduce bandwidth by caching data without prior written approval by IndyPL.

Vendor will not filter or block any address, port, protocol or content between IndyPL and the internet in either direction without prior written approval by IndyPL.

Vendor will provide pricing for increasing the internet connection speed independently in increments of 500 Mb/s up to 10 Gb/s additional bandwidth during the term of the contract.

As part of the supplied proposal, Vendor will provide a diagram depicting the proposed connection to IndyPL and the connections and peering arrangements to the internet backbone and tier 1 Internet service providers from Vendor's local facility. The diagram must show the speed of all links depicted.

B. Equipment Requirements

Vendor must state all additional equipment that IndyPL is required to purchase to implement the Vendor's solution. The equipment must be identified and described in the proposal along with complete cost for purchase, set-up, installation, and maintenance.

C. Necessary Ancillary Equipment and Software

Unless specifically exempted by the terms of this SOW, all parts, software, or accessories (i.e. cables, connectors, etc.) ordinarily furnished or required to make the proposed equipment a complete operating unit shall be furnished by the Vendor, at no additional cost to IndyPL beyond those outlined in the response to this SOW. These items must be identified and described along with an associated cost in the proposal.

D. Service Termination

Vendor will provide and install all necessary equipment at or near the location of the library's existing Cisco routers and provide any cabling, connections, and/or power extensions to make the connection to the IndyPL equipment, regardless of the location of the demarc. Any costs for reviewing the current installation or terminating the line next to the current location of the router will be borne by Vendor. Vendor will be responsible for maintaining the connection up to the library's router, regardless of the location of the traditional demarc.

VI. VENDOR SUPPORT REQUIREMENTS

IndyPL is seeking the following support requirements and conditions. To the extent a Vendor takes exception to any specification or condition of service below listed, Vendor shall specifically identify the exception in its proposal.

A. Installation

The Vendor assumes all responsibility for a successful installation of all Vendor equipment. It is the Vendor's responsibility to fully acquaint themselves with the specification and nature of the work required by IndyPL for this project.

The Vendor will have no claim against IndyPL based upon ignorance of the nature and requirements of this project, misapprehension of site conditions, or misunderstanding of the specifications or contract provisions.

B. Start of Service Date

In the event the successful Vendor has not provided all equipment, configuration, and services such that the same are not operational and available for uninterrupted use by IndyPL on or before **July 1, 2027** ("In-Service Date"), Vendor shall be liable to IndyPL for each month or partial month thereafter, until such services and equipment are fully operational. Vendor shall stipulate that the complete installation and operation of equipment and service by the In-Service Date is material to the contract, and gravely affects the effective and successful conduct of the business, operations and goodwill of IndyPL, and that any breach, violation or evasion of the terms or intent of this provision is a material breach of the Agreement.

In addition to any other rights and remedies which IndyPL may have, upon a breach of this requirement Vendor shall pay IndyPL as liquidated damages twenty-five hundred dollars (\$2,500) for each month or partial month beyond the In-Service Date in which all services are not completely installed and operational ("In-Service Damages"). Vendor agrees that this liquidated damages provision represents reasonable compensation for the loss which would be incurred by IndyPL due to any such breach.

Any accumulated In-Service Damages shall be paid by Vendor by granting to IndyPL a credit against any initial or monthly fees payable by IndyPL under the contract; however, in the event IndyPL terminates the contract with the successful Vendor prior to the time at which the total accumulated In-Service Damages have been credited against such fees, Vendor shall pay to IndyPL any remaining portion of the In Service Damages to IndyPL within thirty (30) days of the termination of the contract.

C. Maintenance Support

Local customer engineering support must be available for all Vendor hardware and services used by IndyPL. The Vendor must supply telephone support 24 hours per day, 7 days per week, and 365 days per year. In the event of failure, the Vendor must guarantee the dispatch of the appropriate service technicians to the site within four (4) hours of the reported event at all times. A failure to dispatch the appropriate service technician within 4 hours will be deemed a breach of the Vendor's contract with IndyPL, and IndyPL may choose to terminate the contract without penalty. During an outage, the Vendor will provide hourly updates to IndyPL until the problem is resolved.

When a service disruption exceeds eight hours, credit must be applied to IndyPL's bill. If the sum of outages in any contiguous three-month period exceeds twenty-four (24) hours, it will be deemed a breach of the Vendor's contract with IndyPL, and IndyPL may choose to terminate the contract without penalty.

As part of the quote submitted, the Vendor will specify any automated or manual line monitoring and notification procedures that will be provided.