# Statement of Work (SOW)-26-003
## Wide Area Network
## Indianapolis-Marion County Public Library
## 470 # 270000149

## RELEASE DATE: AUGUST 3, 2026

The Indianapolis-Marion County Public Library (IndyPL) is requesting proposals from qualified Vendors to lease lit network capacity to provide an eligible Standalone Data Transmission (WAN) Service between the System's eligible sites and its network head-end , located at 2450 N. Meridian St., Indianapolis, IN. 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-26-003-Wide Area Network" 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. A description of services to be provided with detailed information regarding any required construction, including a timeline for completion of every phase of work necessary to demonstrate service delivery by July 1.
2. Complete pricing for the services described herein. Your proposal must clearly indicate non-recurring costs, recurring costs, and fees for the service being proposed, for each service tier for each site requested. If your proposed agreement has a built in "price escalator" clause, that escalator must be detailed within your bid response (not merely mentioned in your sample agreement).
3. Proposed Service Level Agreement.
4. 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.
5. The vendor's E-Rate SPIN Number. (The vendor must have a current SPAC form on file with USAC).
6. 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-26-003-Wide Area Network" 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.

# Statement of Work (SOW)- SOW-26-003
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# APPENDIX A

## SCOPE OF SERVICES AND DATA SERVICE LOCATIONS

The successful Vendor shall have, at a minimum, the capabilities listed in this RFP, and the Proposal submitted must reflect in detail the inclusion of these Services as well as the degree of expertise in utilizing these capabilities.

All work other than services defined herein will be directed to the Contractor via work order or by telephone only by authorized IndyPL's Chief of Innovation and Technology.

The following Services and commitments are required of the successful Vendor. By submitting a proposal, Vendors confirm their ability to provide and conform to the following requirements. If a Vendor is unable to perform or takes exception to any of the following, the Vendor Proposal shall clearly state the reason for any such non-compliance. Any Vendor providing a proposal will need to provide service at all of the listed locations. Vendors proposing service at a subset of the locations will not be considered.

## SPECIFICATIONS: Layer 2 Ethernet Connections

Provide a layer 2 connect to the locations specified in this Attachment A at the minimum speeds indicated. For the 1Gb/s connections, physical handoff may be copper 1000BaseT Ethernet or 10Gb/s LC Fiber Ethernet. For the two locations that will have at least 10Gb/s, the physical handoff will be 10Gb/s LC fiber Ethernet. The 10Gb/s connections will be compatible with Cisco SFP-10G-SR= SFP+ Transceiver Modules.

The vendor will provide pricing for increasing the speed independently at each location in increments of 1Gb/s up to 10Gb/s at the branch locations and increments of 10Gb/s up to 40Gb/s at each of the two hub locations during the term of the contract.

In no case shall the maximum latency in one direction between any IndyPL locations be more than 20 ms.

## DELIVERY:

The vendor will provide and install all necessary equipment at or near the location of the Library's existing Cisco switches and provide any cabling, connections, power extensions, to make the connection to the Library's 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 Library's equipment will be borne by the vendor. The vendor will be responsible for maintaining the connection up to the Library's switch, regardless of the location of the traditional demarc.

The services provided will be delivered over fiber from the Library's demarc to the vendor's facilities. Wireless or satellite delivery will not be accepted.

The vendor will be responsible for all permits, trenching, conduit, and creating an entrance for the conduit into the Library's buildings. The Library will be responsible for providing a plywood backer board, 120V power and a building ground. Any equipment needed by the vendor will be mounted on the plywood. Racks will not be permitted. If there are any separate installation or special construction costs necessary to provision service, the cost proposal must clearly describe those costs separately from monthly recurring costs and the service provider must be prepared to assist with any USAC review questions concerning those costs. We may request that the undiscounted portion of any upfront, nonrecurring costs be paid in installments as allowed by Section II.A.2. of FCC 14-189 (AKA the Second E-Rate Modernization Order).

## TECHNICAL LIMITATIONS:

The vendor will list any technical limitations of their service which could impede the Library's use of the service. This includes but is not limited to:

- MAC address limits
- BUM (Broadcast, unidentified unicast, multicast) speed limitations

## VENDOR SUPPORT REQUIREMENTS:

### Installation

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

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

### Start of Service Date

In the event that 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. Vendor shall be liable to IndyPL each month or partial month thereafter, until such services and equipment are fully operational, for an amount equal to the difference between (a) the monthly service charge which would have been paid by IndyPL to Vendor for such services and equipment, and (b) the monthly service charges which IndyPL pays to any existing or substitute Vendor supplying such services and equipment from July 1, 2027, and after. The amount calculated per the foregoing is herein referred to as the "Performance Damages".

The Performance Damages shall be paid by Vendor by granting to IndyPL a credit against any initial or monthly fees payable by IndyPL under contract; however, in the event IndyPL terminates the contract with the successful Vendor prior to the time at which the total Performance Penalty has been credited against such fees, Vendor shall pay to IndyPL any remaining portion of the Performance Damages.

### Maintenance Support

Local customer engineering support must be available for all Vendor hardware and services used by IndyPL in the execution of the contract. The Vendor must supply telephone support 24 hours per day, 7 days per week, 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 IMCPL until the problem is resolved.

When a service disruption to any location exceeds six hours, a 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.

**Emergency Services**

In case of an emergency and at the request of IndyPL's Chief of Innovation & Technology, the Contractor shall have staff immediately available to assist in the response to an emergency consistent with the responsibilities described in this RFP. The Contractor shall maintain records of the time and material expenses incurred in response to the emergency for review and approval by IndyPL prior to invoicing.

**Qualified Staff**

All Services shall be performed by qualified Contractor staff. Contractor employee training documentation must be made available to IndyPL upon request.

**Supervision**

The Contractor shall provide supervision for all work crews and personnel when Services are being provided at the Facilities. The Contractor's supervisory and management staff shall be available to meet with IndyPL's Chief of Innovation & Technology, when requested, to discuss scheduling, requirements, and coordinate any changes in methods or schedules.

**Single Point of Contact**

The Contractor shall have a designated single point of contact for communication with IndyPL concerning the performance of the Services, requests for additional Services, and coordination of schedules.

**Communication**

The Contractor's Staff must be able to communicate orally and in writing with IndyPL Staff.

**Background Checks**

The Contractor shall conduct and maintain annual criminal background checks and drug screen testing on all Contractor's employees and sub-contracted staff. Results of the background checks and drug screens shall be available for review upon request by IndyPL. No employee or sub-contracted staff of the Contractor with a felony conviction shall perform Services at any Facilities.

**Inspections and Quality Control**

Contractor's management representative shall accompany IndyPL's Chief of Innovation & Technology on reasonable, periodic inspections of the Facilities at no additional expense to IndyPL. If any of the Routine, Additional, or Alternative Services are omitted or found to be unacceptable by IndyPL, the Contractor will be advised of such omission or unacceptable work and will make prompt corrections within twenty-four (24) hours.

**Uniforms and Identification**

Contractor's employees, while on IndyPL premises, shall wear appropriate uniforms and identification furnished by the Contractor. Any of Contractor's employees not having uniforms or valid identification may be required to leave the premises immediately upon request by IndyPL's Chief of Innovation & Technology. Under no circumstances shall any person not displaying proper identification accompany Contractor's employees on the premises. Violation of this rule by a Contractor's employees, sub-contractors or agents will result in the automatic removal of that person from the Facility and may result in the cancellation of the Agreement.

## VENDOR PRICING AND RELATED REQUIREMENTS:

Vendor proposals must specify and provide initial and recurring (monthly) prices and installation costs for service proposed. All prices and costs for services proposed must be identified, with recurring and nonrecurring (one-time) costs indicated. Pricing and cost itemization to be identified should include, without limitation, required networking installation, hardware and software, maintenance, system engineering, consultation, and conversion costs. Any other charges exclusive of taxes and Universal Service Fund (USF) fees must be listed. Except as required by subsequently enacted legislation, any one-time or recurring charges not listed in the Vendor's proposal will be borne by the Vendor and will not be invoiced to IndyPL.

All costproposals must reflect the LCP (Lowest Corresponding Price), GSA pricing, and any available governmental unit discounts including existing State of Indiana QPA pricing. Any proposal referencing an existing State of Indiana QPA must include the QPA Number in the proposal.

Vendor agrees to work with IndyPL to include a provision in the contracts or service agreements specifying whether Vendor invoices will be the total cost of services or only IndyPL's USF non-discount share ("Service Provider Invoice" or SPI). Vendor must state their preference in billing procedures. If IndyPL chooses SPI as the billing method, Vendor agrees to bill IndyPL only the matching portion of IndyPL's projected liability of the invoice less USF discount amountsrepresented by a favorable Funding Commitment Decision Letter received by both Vendor and IndyPL reflecting the amount that the Universal Service Administrative Company (USAC) has agreed to pay. Vendor must agree to file Form 474 or other forms required by the USAC for the portion of the discounted bill that the USAC has agreed to pay the Vendor. Vendor will supply a copy to IndyPL of any USF forms filed. Any initial or ongoing administrative costs associated with filing or copying USF forms or computing discounts will be borne by Vendor.

IndyPL is tax-exempt and prices quoted shall not include a charge for sales tax. A sales tax exemption certificate will be provided to the Vendor selected.

**LOCATIONS AND MIN. SPEED**
**All locations are in Indianapolis unless noted.**

| BEN | Library Name | Address | Min. Speed |
|---|---|---|---|
| 17019221 | Martindale-Brightwood Branch Library | 2434 SHERMAN DRIVE 46218 | 1Gb/s |
| 17019222 | Eagle Branch Library | 3950 MOELLER ROAD 46254 | 1Gb/s |
| 51404 | Spades Park Branch Library | 1801 NOWLAND AVE 46201 | 1Gb/s |
| 51456 | College Avenue Branch Library | 4180 N COLLEGE AVENUE 46205 | 1Gb/s |
| 51509 | Irvington Branch Library | 5427 E WASHINGTON ST 46219 | 1Gb/s |
| 51532 | West Indianapolis Br Library | 1216 KAPPES ST 46221 | 1Gb/s |
| 51547 | Haughville Branch Library | 2121 W MICHIGAN ST 46222 | 1Gb/s |
| 51604 | Southport Branch Library | 2630 E STOP 11 RD 46227 | 1Gb/s |
| 51647 | Nora Branch Library | 8625 GUILFORD AVE 46240 | 1Gb/s |
| 51673 | Lawrence Branch Library | 7898 HAGUE RD 46256 | 1Gb/s |
| 130221 | Beech Grove Public Library | 1102 MAIN ST, BEECH GROVE 46107 | 1Gb/s |
| 211355 | Library Service Center | 2450 NORTH MERIDIAN STREET 46208 | 10Gb/s |
| 211356 | The Info Zone | 3000 NORTH MERIDIAN STREET 46208 | 1Gb/s |
| 17015540 | Michigan Road Branch Library | 6201 MICHIGAN RD 46268 | 1Gb/s |
| 51416 | East Washington Branch Library | 2822 E WASHINGTON ST 46201 | 1Gb/s |
| 51443 | Garfield Park Branch Library | 2502 SHELBY ST 46203 | 1Gb/s |
| 51488 | East 38th Street Branch Library | 5420 E. 38TH. STREET 46218 | 1Gb/s |
| 17032691 | Glendale Branch Library | 3660 E 62ND STREET 46220 | 1Gb/s |
| 51537 | Decatur Branch Library | 5301 KENTUCKY AVE 46221 | 1Gb/s |
| 51613 | Warren Branch Library | 9701 E 21ST ST 46229 | 1Gb/s |
| 51618 | Wayne Branch Library | 198 S GIRLS SCHOOL RD 46231 | 1Gb/s |
| 51640 | Franklin Road Branch Library | 5550 S FRANKLIN ROAD 46239 | 1Gb/s |
| 51701 | Pike Branch Library | 6525 ZIONSVILLE RD 46268 | 1Gb/s |
| 211082 | Central Library | 40 E. ST. CLAIR STREET 46204 | 10Gb/s |
| 17022815 | West Perry Branch Library | 6650 S. HARDING STREET 46217 | 1Gb/s |
| 17032692 | Ft Benjamin Harrison Branch Library | 9330 E. 56TH STREET 46216 | 1Gb/s |