

Craven-Pamlico Regional Public Library
RFP Internet
FY2027-28

Craven-Pamlico Regional Public Library seeks Direct Internet Access at the following locations in Funding Year 2027-28.

- 127027 – Havelock Public Library, 301 Cunningham Blvd, Havelock, NC 28523-1942 (Currently 100 Mbps with MCNC)
- 203889 – Vanceboro Public Library, 7931 Main Street, Vanceboro, NC 28586 (Currently 100 Mbps with MCNC)
- 203888 – Cove City Public Library, 102 N Main Street, Cove City, NC 28523 (Currently 100 Mbps with Brightspeed)
- 127034 – New Bern Public Library, 400 Johnson Street, New Bern, NC 28560-4048 (Currently 200 Mbps with Brightspeed)

Option to add additional sites FY 28-29:

- 127020 – Pamlico County Public Library, 13896 NC-55, Alliance, NC 28509, (Currently 100 Mbps with Brightspeed)
- Hollowell Annex at Heartworks-Annex of Pamlico County Public Library 709 Main Street, Bayboro, NC 28515 (Currently 100 Mbps with Brightspeed)

The library's 5 branches and 1 annex currently receive Internet access at 100 – 200 Mbps. The library requests bids for a preferred speed of 100 Mbps to 1 Gbps per each of the 4 locations listed above for FY 2027-28, with the option to add additional sites in the E-Rate funding year 2028-29 and 1 annex. A static IP address is required for each site. The library will consider 3 and 5-year contracts that begin on the first day of the E-rate year (7/1-6/30 each year). Service will need to begin on 7/1/2027 for Havelock and Vanceboro. Service will need to begin 8/1/2027 for Cove City and New Bern Public Libraries. Multiple service providers will be considered for this project. Priority will be given to a sole provider.

In seeking 3 and 5-year contract options, contracts should allow for upgrades to quoted bandwidth throughout the terms of the contract. Three optional 1-year extensions are requested for both 3-year and 5-year contracts. Contracts should also allow for sites to be removed and/or added as sites move, close, or are newly built through a contract amendment; the contract does not renew, nor additional contracts created.

All solutions should include installation and initial configuration (if needed), a method to report service outages and receive basic technical support without additional service

fees, and a service level agreement. The vendor must identify any new construction, permits, and easements that will be required. An outlined approach and timing for receiving the permits and easements must be included. If the project is awarded, this timing and plan should be followed, or the agreement is violated.

Prices should be all inclusive. All-inclusive in this case means, including all special construction or non-recurring costs (NRC) required by the vendor to commence service, and all monthly recurring costs (MRC) should be included. All taxes and fees should be included. After notice of funding, MRC bills throughout the life of the contract should be Pre-Discounted with E-rate funds, so the library only pays the non-E-rate portion each month. Only SPI invoicing will be accepted.

Failure to include any requested information in the previous paragraphs is grounds for disqualification. Service implementation for all solutions is dependent on receipt of an E-rate funding commitment letter.

Questions must be submitted by **October 30, 2026, by 5 pm**, by going to the following link: <http://goo.gl/forms/ZhboAzgkXJGxDmeM2> . E-mails and phone calls will not be accepted. Q & Answers will be posted in EPC as a 470 RFP Document.

Due Date: Allowable Contract Date listed on the E-Rate 470. Proposals will not be accepted after this date. Bids should be submitted to the following

Dropbox: <https://www.dropbox.com/request/6mar232gbulkejylkfm1>

Bidders should know that submitted proposals are subject to a Public Document Request.