

Craven-Pamlico Regional Library
Bookmobile Data Service
Craven-Pamlico Book-Tech Mobile (Entity #14410)
Form 470 # 270001991

Craven-Pamlico Regional Library is seeking cellular data service for a mobile hotspot device installed on the library's bookmobile, which serves patrons at scheduled stops throughout Craven and Pamlico Counties. The library's bookmobile is a branch outlet of the library that brings collections, programs, and public internet access to patrons in Craven and Pamlico Counties in North Carolina. It makes scheduled stops each week at senior centers, community sites, and rural crossroads.

Service is for on-board patron and staff use only; devices will not be loaned to patrons. Bidders should describe coverage along the bookmobile's service routes, data limits and throttling policies, and monthly per-line pricing. Equipment may be included if necessary for the service to function.

Because the bookmobile moves, a wired connection is not possible. Cellular data is the only practical way to provide internet access on board. Service will be used **only on the bookmobile**, by patrons and staff at bookmobile stops and for library operations such as circulation and patron registration. Devices will not be loaned to patrons or used off the vehicle.

Required

1. 4G LTE or 5G data service with reliable coverage in Craven and Pamlico counties. Bidders must provide a coverage map or written coverage statement for each area.
2. Unlimited data per line per month. State any throttling or de-prioritization of thresholds and the speeds after throttling.
3. Support for at **least 15** simultaneously connected users per device.
4. A mobile Wi-Fi device (MiFi or equivalent) compatible with the network, either included with service or priced separately. External antenna support is preferred for rural coverage.
5. Please include MDM (Mobile Device Management) and a Static IP for this device.
6. Content filtering capability is also required to meet the Children's Internet Protection Act (CIPA) requirements.
7. Replacement of failed devices within 5 business days at no added cost during the contract term.
8. Technical support by phone or email, with stated hours and response times.

Quantity changes

The library may add or remove lines during the term at the contracted per-line rate, for example if a second bookmobile is added.

The library is requesting a 3-year contract with two optional 1-year extensions. All taxes and fees must be included with the quote. North Carolina requires libraries to pay tax. Omitting the taxes and fees may disqualify the bid. It is preferred that service start July 1, 2027, but may be contingent upon E-rate funding approval.

Questions must be submitted to <https://forms.gle/rQ2zpWQ8Gft63vJGA> by Nov. 4, 2026. 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:

<https://www.dropbox.com/request/aef358zc3n66rwks9y4e>

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