Roanoke County Public Library
(E-rate Applicant BEN 126571)

Fund Year 2023 Form 470 # 230012843

SERVICE SPECIFICATIONS FOR INTERNET ACCESS AND/OR TRANSPORT SERVICE

Procurement Timeline

Task	Due Date
Form 470 posted	In conjunction with the FCC Form 470 Certification (see date certified)
Deadline for vendors to submit questions	January 24, 2023
Answers to questions posted	January 26, 2023
Deadline for vendors to submit proposals*	February 23, 2023

Applicant may, at its sole discretion, extend the due date for the submission of proposals when it is in its best interest to do so. Such extensions shall be done via addendum posted in EPC.

Communications and Questions

All communication with the Applicant regarding this soliciation, including questions or comments, must be submitted via email to Carl Parker at cparker@e-ratecentral.com and W.L. Heath Honaker at HHONAKER@roanokecountyva.gov no later than the deadline provided in the Procurement Timeline. The subject line must include the Form 470 number. Contact initiated by an Offeror concerning this solicitation with any other Applicant representative is prohibited. Unauthorized contact may result in disqualification of the Offeror from this solicitation. Answers will be posted to EPC by the deadline provided in the Procurement Timeline. It is the responsibility of every Offeror to ensure they have downloaded the latest version of the Form 470 and/or 470 RFP attachments, including any addenda. Applicant reserves the right to ask clarifying questions of vendors upon review of proposals.

Proposal Instructions

Proposals must be submitted by the deadline for guaranteed consideration by the Applicant.

Proposals should be emailed to ALL the following recipients:

- HHONAKER@roanokecountyva.gov
- VAlibraries@centraled.com

Proposal submissions should include the following:

- Applicant name
- Form 470 number

- SPIN (Service Provider Identification Number)
- Service provider's terms and conditions
- RPL_Vendor Pricing template

Proposals must include **all** costs associated with providing service, including but not limited to:

- monthly service fees
- managed router/modem lease fees (if required for service to function)
- one-time construction, installation, and/or connection charges
- estimated taxes, fees, and/or surcharges

Service Request

Applicant is seeking proposals for Dedicated Internet Access and/or Transport service. Offerors may submit proposals for either service type or both. Proposals for each service type will be evaluated separately. If the Offeror's proposed pricing is dependent on a complete award (both Dedicated Internet and Transport), this must be explicitly stated in the proposal and alternative pricing provided for each service type should a partial award be determined the most cost-effective solution.

Dedicated Internet Access: Applicant is requesting proposals for Internet Access service to be delivered to the following location(s):

Entity Name	Street Address	Minimum Bandwidth Required
Bent Mountain Library Branch	10148 Tinsley Lane Bent Mountain, VA	25 Mbps
Mt. Pleasant Library Branch	2918 Jae Valley Road Roanoke, VA	25 Mbps
South County Library Branch	6303 Merriman Road Roanoke, VA	25 Mbps

Transport: Applicant is requesting proposals for Wide Area Network (transport) service to be delivered between the demarcation location(s) listed above and delivered to the following location(s) below:

Entity Name	Street Address	Minimum Bandwidth Required
Glenvar Library Branch	3917 Daugherty Road Salem, VA	50 Mbps
Hollins Library Branch	6624 Peters Creek Rd Roanoke, VA	70 Mbps

Service Level Requirements: All solutions must adhere to the following Service Level Agreement (SLA) terms and the terms:

1. The provider will make all reasonable efforts to ensure 100% network availability of each circuit. Not oversubscribed.
2. Less than 1% frame/packet loss commitment
3. Sub 5ms network latency commitment for the leased lit fiber transport circuit measured between the Z location and the A location
4. 20ms network jitter commitment
5. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason
6. These standards are a vendor stated commitment for fully operating service. Any degradation of service may be counted against the network availability standard.
7. Vendor will provide monthly service reports and an annual service report showing:
    a. Peak link usage for the quarter
    b. Downtime on the link
    c. Impaired performance versus SLA standards for the link
    d. These are all aggregate statistics for the month
8. Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service (see schedule of service credits below).

Service credits for a greater than 2-hour response will accumulate as follows:

Length of Service Outage	Credit is the following percentage of Monthly Fiber Maintenance Fee
Less than 2 hours	No credit
Two (2) hours to four (4) hours	5%
Greater than four (4) hours and less than eight (8) hours	10%
Greater than eight (8) hours and less than twelve (12) hours	15%
Greater than twelve (12) hours and less than sixteen (16) hours	20%
Greater than sixteen (16) hours and less than twenty-four (24) hours	35%
Greater than twenty-four (24) hours	50%

Service Requirements

Applicant will consider offers for leased lit fiber and all services provided over third-party networks. Offerors may propose solutions for all modes of transport and all proposed solutions that meet the requested scope of service requirements will be evaluated.

Dedicated Internet Access: Applicant requires a minimum of 25 Mbps dedicated, fully managed bandwidth with Service Level Agreement (SLA) guarantees to the specified site. Service providers are requested to submit offers for incremental bandwidths from 25 Mbps up to 100 Mbps, in 10 Mbps increments. Applicant prefers leased lit fiber or a service that is equivalent in quality and reliability and reserves the right to evaluate bids to determine their equivalence to leased lit fiber.

Transport: Applicant requires fully-managed bandwidth connections (minimum 50 Mbps) between the Internet Access location and each of the sites listed in the Service Request section with Service Level Agreement (SLA) guarantees. Service providers are requested to submit offers for incremental bandwidths from 50 Mbps up to

100 Mbps, in 10 Mbps increments. Applicant prefers leased lit fiber or a service that is equivalent in quality and reliability and reserves the right to evaluate bids to determine their equivalence to leased lit fiber.

Contract Term and Modifications

Offers of month-to-month or contracted services will be considered. Service providers submitting proposals for contracted service are requested to provide 12-month pricing. Contracts may include an option for annual voluntary renewals for up to 5 additional years, when agreed to in writing by both parties. Offers requiring an initial term of more than 60 months will not be considered.

All contracts must allow for bandwidth increases up to 100 Mbps throughout the term of the contract; increases in bandwidth during the contract period and/or optional renewal periods shall be considered modifications to the existing agreement, not new agreements and thus do not extend the term of the contract.

All contracts must include a provision permitting early termination of circuits, with no penalty, should a location be closed by the Applicant. Additionally, if the Applicant opens a new location, the final agreement must include a provision permitting that site to be added at the existing MRC rate for the duration of the contract, with the Applicant paying for any one-time charges associated with adding the new site to the network.

No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate. Service providers proposing equipment whose prices may increase depending upon new U.S. government tariffs imposed on imports are encouraged to (a) identify such products in their offers, and (b) propose an acceptable methodology for limiting price adjustments over the life of the contract. Subject to contract restrictions, services may be reevaluated for cost-effectiveness at any time during the life of the agreement including renewal periods.

Disqualifying Factors

Applicant may disqualify proposals for the following reasons:

- Unauthorized Service Provider contact with Applicant.
- Proposal submitted after the deadline.
- Proposal does not meet Service Requirements.
- Proposal does not provide definitive costs for the services requested (including recurring and/or one-time charges).
- Proposal includes generic/encyclopedic price lists and/or solution is proposed by an artificial intelligence system that does not take into consideration the specific needs of Applicant.
- Proposal requires an initial contract term longer than 60 months.
- Proposal includes a partial service offering. Proposals will be accepted for Internet, Transport, or both, but if proposing a solution for only one service type, all locations for that service type must be included (i.e. an offer of Transport services that does not include all locations listed in the Service Request section for Transport may not be considered).
- Proposal does not include range of bandwidths allowing for increases over the life of the contract.
- SPI billing is not offered/available.

E-rate Specific Considerations/Information

Per USAC E-rate rules, "cost of eligible services" will be the highest valued criterion in the evaluation process; however, other criteria with a lesser value may also be considered.

Service providers proposing to temporarily loan equipment for product demonstration and/or evaluation purposes are required to clearly state that such loans are of limited duration. Product demos extending beyond thirty (30) days must be explicitly authorized by both parties and provided at a fair market rate.

By submitting a proposal on the requested services herein, the vendor certifies that its equipment and services are compliant with the FCC's recent Order (FCC 19-121) prohibiting the sale, provision, maintenance, modification, or other support of equipment or services provided or manufactured by Huawei, ZTE, or any other covered company posing a national security threat to the integrity of communications networks or the communications supply chain. See https://www.fcc.gov/supplychain/coveredlist.

As required by E-rate rules, all proposals in response to this Form 470 must offer the Lowest Corresponding Price (LCP). See https://www.usac.org/e-rate/service-providers/step-2-responding-to-bids/lowest-corresponding-price/.

Additional Considerations/Information

Roanoke County Public Library is subject to Virginia Procurement Act.

Applicant reserves the right to award all, part or none of the services set forth in this procurement. This procurement in no manner obligates Applicant until a valid signed contract and/or valid Purchase Order is executed.

After final contract is negotiated, approved, and awarded, all proposal documents pertaining to this procurement will be open to the public, except for material which is proprietary or confidential. Applicant will not make public any pages of a proposal on which the Offeror has stamped or imprinted "Proprietary" or "Confidential" subject to the following requirements. Proprietary or confidential data shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential portion of the proposal. The price of products offered, or the cost of services proposed shall not be designated as proprietary or confidential information.

Subject to contract restrictions, services may be reevaluated for cost-effectiveness at any time during the life of the agreement.

Offerors proposing equipment whose prices may increase depending upon new U.S. government tariffs imposed on imports are encouraged to (a) identify such products in their offers, and (b) propose an acceptable methodology for limiting price adjustments over the life of the contract.

By submitting a proposal, the Offeror certifies that no relationship exists between the Offeror and Applicant that interferes with fair competition or is a conflict of interest; and no relationship exists between such propose and another person or firm that constitutes a conflict of interest that is adverse to Applicant.