

HAMLIN-LINCOLN COUNTY PUBLIC LIBRARY SYSTEM, INC
Internet Connectivity RFP
FY2024 E-rate Form 470 Application # 240012015

Hamlin-Lincoln County Public Library System (HLCPL) is requesting qualified vendors to provide a quote for Internet access for its libraries, with service to begin July 1, 2024.

BID DEADLINE: Bids must be submitted no later than **5:00pm EST Monday, February 12, 2024.**

Vendors MUST email all bids to BOTH: melissa@lincolib.org AND fy2024@erate4schools.com . Bidding vendors **must reference “HLCPL Internet Connectivity RFP” and the Form 470** number above in the subject line of the email.

Questions will be addressed up to 5 business days prior to the bid deadline. Walk-throughs are optional and may be scheduled if needed with approximately 3 business days' lead time or upon earliest reasonable availability of library staff. Please submit questions or walk-through requests or to Melissa Brown at melissa@lincolib.org.

The addresses of all sites requiring connectivity services are listed on the next page, but are also shown in the E-rate Productivity Center (EPC) portal as either the main entity or remote locations. If there is ever a conflict in the locations between these two sources, this RFP will control for purposes of initial bidding.

Minimum Internet Service & Billing Requirements

- Initial Internet access bandwidth at ALL branches: 100 Mbps minimum. Please also quote multiple tiers/options up to 500 Mbps.
- Service Level Agreement with 99.99 % or better availability
- Other SLA requirements: Proposals must disclose maximum latency, jitter, and other network service targets.
- Construction, if needed, must be all the way to demarcation point at each site inside the facility.
- Third-party providers, if any, must be disclosed. Any use of third-party providers must be seamless to customer (no multiple demarcs or VPN solutions at responsibility of the customer).
- Vendor should provide allowances or alternative transport if not live by July 1, 2024.
- Vendor is responsible for verifying and identifying all physical locations, demarcs & right-of-ways
- The vendor shall identify any required permitting and clearly itemize such costs in the proposal
- Any installation, engineering or permitting costs must be quoted as being part of either the non-recurring installation cost and/or amortized as a recurring cost
- ISP shall discount the invoice(s) (e.g. SPI invoicing method) and credit billing once E-rate funding is approved

PLEASE NOTE: *The library reserves the right to exclude bids, waive minimum requirements and/or cancel the procurement process on a per-site basis if E-Rate procurement exemption rules apply per USAC guidelines and/or if minimum requirements are not met.*

Preferred Internet Service Requirements

- Fiber transport is highly preferred over copper.
- Symmetrical service. Same bandwidth downstream as upstream.
- Quote for 2- or 3-year contract term, but will entertain offers for other term lengths.
- Scalable service options without entering into a new contract. Please quote co-terminus upgrade path(s) for higher tiers beyond initial bandwidth.
- Single ISP for all 3 sites but will entertain service from multiple service providers for different sites.
- Web-based customer network monitoring and/or customer service application or other online interface.

(Location information continued next page)

FY 2024 HLCPL Internet Connectivity RFP (con'd)

Locations For Internet Service

NOTE: All addresses below are correct. If any site addresses differ in the E-rate “EPC” portal or the library website, they should be ignored and the listing below shall control for initial bid purposes.

SITE NAME	ADDRESS	CITY	STATE	ZIP
Hamlin-Lincoln County Public Library (Main Branch)	7999 Lynn Ave	Hamlin	WV	25523
Guyan River Public Library	5320 McClellan Hwy	Branchland	WV	25506
Alum Creek Public Library	214 Midway Rd	Alum Creek	WV	25003