

Sarah Reed Childrens Center
Request for Leased lit Fiber Circuits (WAN)
Form 470 # 240006893

Sarah Reed Children's Center (SRCC) is requesting Leased Lit Fiber transport connecting all buildings. Proposals must include all buildings listed below.

SRCC requires fully managed symmetrical bandwidth connections (minimum 1GB) between Sarah Reed Main and the other buildings listed below, preferably in a ring or equivalent formation.

Service providers are requested to submit offers for incremental bandwidths from 1GB, 1.5GB and 2GB. Please include pricing for the most appropriate Wide Area Network (WAN) speeds that are similar to those listed if your company does not offer the requested speeds. Buildings should be able to increase incrementally independent of each other.

Below are the addresses for each building:

Sarah Reed Main, 2445 West 34th Street, Erie, PA 16506

Bridges East, 1001 Atkins Street, Erie, PA 16503

Outpatient Treatment Center, 1611 Peach Street, Erie, PA 16501

Sarah Reed – Hamilton Partial, 2931 Harvard Road, Erie, PA 16508

EIC Campus, 1020 East 10th Street, Erie, PA 16503

Sanctuary Based Learning Program, 816 Park Avenue South, Erie, PA 16502

The Ridgefield Campus, 3227 Highland Road, Erie, PA 16506

Vendor questions must be submitted via e-mail to : Mr. Greg Hall at GDHall@sarahreed.org and Kristin Van Strien at kristin@vanstrien.net by December 27, 2023 at 10AM. All questions must be submitted in writing; SRCC will not respond to any phone requests. Questions and answers will be posted as an addendum in the EPC portal. All questions should include "2024 WAN Question" in the subject line.

Proposals must be submitted via email to : Mr. Greg Hall at GDHall@sarahreed.org and Kristin Van Strien at kristin@vanstrien.net by January 27, 2024, at noon. All proposals should include "2024 WAN Proposal" in the subject line.

Proposals must include:

- Pricing for 1GB connection between buildings in whatever formation the vendor prefers. We prefer that there be no loss of service to any building if another location is down.
- Initial contract term 3 years, with 5, 1-year optional renewals. Monthly charge for renewals must not increase after initial term, unless specifically identified in the proposal.
- All contracts must include a provision permitting early termination of circuits, with no penalty, should a location be closed by the Applicant.
- If SRCC should open a new location and require service, contract must allow for this addition.
- Proposals must disclose what, if any, taxes, fees and surcharges, will be assessed on the services. If additional charges will be assessed beyond the base monthly recurring fee, the proposal must disclose the current cost of those taxes/fees.
- Description of service outage reports and method for customer to report service outages, in addition to what technical support is included without additional service fees, and a proposed service level agreement.
- Vendors proposed SLA standards. The following information is required: SLA % uptime, packet loss %, latency.
- Pro-active e-mails when equipment/service goes down as well as e-mails outlining general maintenance of the network.
- Any one-time, non-recurring costs or special construction charges must be identified.
- Proposals must identify any and all subcontractors.
- Proposals must disclose whether any services/circuits are being leased from a 3rd party and if so, name that 3rd party.

Disqualification reasons:

- Proposal does not provide all of the information requested.
- Proposals must provide service to all buildings listed above.
- Unauthorized Service Provider contact with Applicant.
- Proposal does not guarantee service to begin on July 1, 2024.
- Vendor will not guarantee discounted bills if SRCC so chooses.
- Proposals will not be accepted by resellers where the underlying provider has not been identified.
- Vendors must provide references from at least 3 PA school clients of the same approximate size.
- All taxes, fees, surcharges must be itemized separately and disclosed in the vendor proposal
- Proposal does not provide definitive costs for the services requested (including recurring and/or one-time charges). All costs must be included and proposals that say the equivalent of “additional charges may apply” will be disqualified.
- Service Provider does not supply its SPIN as a part of the proposal.
- Service Provider does not include a signed copy of Appendix B, *E-RATE SUPPLEMENTAL TERMS AND CONDITIONS* with RFP response. Failure to sign and return this document may be grounds for disqualification.

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Vendors are responsible for logging into EPC for any updates relating to this 470.