

REQUEST FOR PROPOSALS



Wide Area Network Services

RFP # 201204-113

Date of Issue: December 4, 2020

Questions Due: December 9, 2020 by 5:00 PM (EST)

Answers Issued via Addendum: December 11, 2020

Proposals Due: December 16, 2020 by 2:00 PM (EST)

Issued for:

Pender County Information Technology Services

805 S. Walker St. # 1437

Burgaw, NC 28425

Phone: 910.259.1260

Issued By:

Trisha Newton, Purchasing Agent

Pender County Finance

805 S. Walker St. #1578

Burgaw, NC 28425

Phone: 910.259.1281

WIDE AREA NETWORK SERVICES NOTICE OF REQUEST FOR PROPOSALS

NOTICE IS HEREBY GIVEN that Pender County Government (hereinafter referred to as "Pender County" or "the County") is requesting proposals for Wide Area Network.

Pender County will receive such proposals electronically to the office of and addressed to:

Pender County, ATTN: Trisha Newton
By Mail: PO Box 1578, Burgaw NC 28425
By Courier: 805 S. Walker Street, Burgaw NC 28425
Electronic copy: tnewton@pendercountync.gov

Label all submittals "**RFP # 201204-113: Wide Area Network Services**"

This Request for Proposal (RFP) is available on the County website at www.pendercountync.gov.

Pender County reserves the right to reject any or all proposals. Additionally, Pender County reserves the right to disqualify incomplete proposals, waive minor defects, as it deems applicable, in the written proposals, to request additional information from any respondent, change or modify the scope of the project at any time, without any penalty, negotiate terms with one or more of the respondents, reject any or all proposals, without a penalty, and take any steps necessary to act in the County's best interest. Bids/proposals will not be considered for award if received by Pender County after the official closing date and time. Selection will be made for the best overall proposal.

Thank you for your interest in Pender County!

Trisha Newton
Purchasing Agent

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TIMELINE

Activity	Deadline Date
Advertisement of Request for Proposal	December 4, 2020
Deadline for submission of questions	5:00 pm EST, December 9, 2020
Answers provided to questions	December 11, 2020
Deadline for submission of proposals	2:00 pm EST, December 16, 2020 Pender County Finance, ATTN: Trisha Newton By Mail: PO Box 1578, Burgaw NC 28425 By Courier: 805 S. Walker Street, Burgaw NC 28425 Electronic copy: tnewton@pendercountync.gov
Award of Contract	January 2021
Phase 1 Services to Start	March 2021*
Anticipated Contract Addendum for Phase 2	March 2021
Anticipated Phase 2 Services to Start	May 2021
Anticipated Contract Addendum for Phase 2	July 2021
Anticipated Phase 3 Services to Start	September 2021

*Vendor will propose a plan for transitioning to their services and provide a recommended timeline not to exceed March 1st, 2021.

OVERVIEW

Pender County Government (the County) is requesting proposals for symmetrical leased lit fiber transport, for delivery of Wide Area Network (WAN) services to County Government buildings. Service is expected to originate at the County's primary data center (300 E. Fremont St., 28425) location and be delivered to each site in Appendix A. In addition, the service must allow for future redundancy allowing service to originate at the County's Secondary Data Center (805 S. Walker St., 28425), LEC Data Center (605 E. Fremont St. 28425) and EOC Data Center (805 Ridgewood Ave., 28425); should the Primary Data Center become inaccessible.

Pender County is currently under contract for WAN services for 6 of the sites listed in Appendix A. This contract comes to term in March of 2021. Therefore, service is expected to begin in March, 2021 for these sites. The County plans to bring additional sites on-line in (2) phases, with the first expected in May 2021 and the second in September 2021. Costs for future sites are being requested to ensure provisions are made for the up-coming fiscal planning cycle.

1. A 3-year contract option, with two (2) one-year voluntary extensions, will be considered.
2. The required bandwidth is outlined in Appendix A. Pricing is being requested for each location as well as each Hub Location. Each hub location will require a speed of up to 10 Gbps.
3. It is our intention to award all sites listed in Appendix A. Pender County reserves the rights to exclude sites based on the needs of the County. In the event that any sites are excluded from the project, County will communicate to vendor and remove from contract.

SERVICE REQUESTS

1. The applicant is seeking bids for a fully managed WAN solution. WAN connections are point-to-point fiber connections that connect individual buildings to the Pender County network.
2. Network Design and Construction Routes
 - a. The applicant will consider traditional network designs (such as hub and spoke) or alternative proposals. The applicant's stated decision criteria (outlined in the RFP) will be used to determine if an award is made as a result of this RFP. The applicant has rated the cost of service as the highest weighted factor in its decision criteria. However, factors such as support, response commitment and service availability, will also be a deciding factor. See section **EVALUATION CRITERIA AND VENDOR SELECTION**.
 - b. Due to current and future bandwidth needs, respondents are encouraged to provide a dedicated infrastructure to the applicant. Designs are encouraged to utilize the private fiber approach, where there exists no other aggregation or third-party equipment on fiber strands between sites, and modulating equipment at each site is dedicated to the applicant and not shared in any way with other customers. If this is not possible, then designs should limit the use of shared infrastructure as much as possible.

- c. Respondents should clearly illustrate the proposed network design and if needed, construction routes.
- d. The design must provide resiliency to ensure a single fiber cut causes no impact to more than a single site and has otherwise no effect on the rest of the WAN connections.
- e. The applicant is not advocating or mandating any preconceived network design or construction route and leaves this decision up to the vendor to present their best solution while recognizing the cited termination locations.

WIDE AREA NETWORK SERVICES SPECIFICATIONS

1. The applicant must have a dedicated, symmetrical transport bandwidth defined by Pender County (see Appendix A) between the designated endpoints.
2. Each location must be scalable to 1 Gbps.
3. The hub location(s) solution must be scalable to 10 Gbps.
4. Solution must be engineered to allow for multiple Hub locations, allowing remote sites to route to any secondary Hub locations.
5. Pender County must be able to pass all standard Ethernet protocols to any point in their network. However, firewall products included in the service provided should be discussed.
6. WAN must be capable of passing voice and video traffic as well as Ethernet protocols if the traffic is converted to data.
7. Contract options are requested for 36-month terms of service and two optional 12-month term extensions.
8. Each respondent is required to complete the attached pricing sheet Appendix C with this RFP.
9. Monthly recurring costs including taxes and fees and any additional non-recurring costs are required to be broken out and listed separately.
10. Respondents are free to propose alternate pricing terms provided they have also included pricing in the requested format.
11. No increased pricing will be allowed during the term of the contract or any extension of the contract.
12. All costs, including state and local taxes and federal fees, required to deliver the proposed solution must be included in the bid. If there are charges for static IP addresses, they must be included. By submitting a bid, the respondent certifies that it has engineered a full solution including all monthly recurring charges and all installation charges. Costs added to the quote after the respondent has submitted their bid are solely the responsibility of the respondent and not the applicant.
13. Site additions or deletions will be addressed via a contract amendment.
14. Disconnect, downgrade, upgrade fees must be included in the proposal.
15. Customer retains right to modify bandwidth needs at each location during the duration of the contract at a negotiated cost between the customer and vendor.

16. All equipment including but not limited to switches, cabling, connectors, etc. necessary to provide this connectivity shall be provided by the vendor.
17. All solutions must adhere to the Service Level Agreement (SLA) terms.

SERVICE LEVEL AGREEMENT

1. Proposed services must meet the following specifications:
 - a. The provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
 - b. 25ms round trip network latency commitment
 - c. 10ms network jitter commitment
 - d. There is no right of the provider to limit or throttle the capacity of the circuit at any time for any reason
 - e. The vendor stated commitment is to respond to any outage within two (2) hours and a twenty-four (24) hour restoration of service.
 - f. Vendor will provide a priority matrix to include severity and response time in hours. Vendor will be scored based on Response Commitment.
2. Network operations center: Solution will provide customer support functions including problem tracking, resolution, and escalation support management on a 24x7x365 basis. The customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor-provided services.
3. Planned Outages & Maintenance: The customer will be notified at least 2 weeks advance of any Planned Outages and/or Maintenance that will impact the circuit. Unless the maintenance is of an urgent nature, the date/time must be agreed upon between the customer and the vendor. Notification of such planned outage must be provided via email to the authorized contact list provided by the customer.
4. Trouble reporting and response: Upon interruption, degradation, or loss of service, the Customer may contact the Vendor by a defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customers will receive rapid feedback on trouble resolution, including potential resolution time. Vendor must also proactively monitor equipment in each location for interruption, degradation, or loss of service. Upon such instances, vendor must contact customer and begin resolving trouble. Customer will provide list of authorized contacts, to the vendor, for trouble reporting and trouble updates.
5. Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when the implementation schedule is completed. Customer will be made aware of any changes in contact list throughout the term of the contract, including any time extensions to the contract if applicable. A clear, documented procedure must be defined for severe problem escalation with appropriate response times delineated in proposal.
6. Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.

7. Trouble reporting, escalation, and resolution: A detailed trouble reporting, escalation, and resolution plan will be provided to the customer.
8. Measurement: Time starts from the time the Customer contacts vendor and identifies the problem and/or once the vendor's proactive monitoring notices loss of service.
9. Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
10. Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
11. Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the Applicant.

PROPOSAL FORMAT AND CONTENT

1. Failure to include any requested information noted as required by the respondent could be grounds for disqualification.
2. Description of Proposal
 - a. All sites must be included in the bid. Failure to include all site names and addresses in a bid option could be considered ground for disqualification.
 - b. The respondent will provide a description of their proposal for all services and solutions.
 - c. The description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other detail Applicant may find useful or necessary (or could differentiate the solution from a competing proposal).
 - d. Vendor must include an option to continue service month by month after the expiration of service to ensure the County is not without Internet Service while transitioning to another provider.
3. Site names and addresses
 - a. If their solution is chosen, respondents are required to include site names and addresses on the contract.
 - b. Any future site additions will be included as amendments to the contract
4. Reselling and subcontracting
 - a. Any respondent who intends to resell or subcontract a lit service from a 3rd party must supply proof in writing that said party can provide service at all proposed Applicant locations.
 - b. If at any point following the bid submission, any changes from the 3rd party alter the costs or significantly change the scope of the proposed service then Applicant will not be liable for the cost increase and reserves the right to disqualify the bid and cancel any signed contracts without penalty.

5. Timeline
 - a. Sites will be brought on-line using a phased-in approach. Sites that bear a March 1st, 2021 Phase Implementation Completion Date (Appendix A) must be completed and operational no later than March 1st, 2021.
 - b. The County intends to implement services in three (3) phases. Vendor is expected to propose pricing that will be honored through all three (3) phases, both the initial contract and any addendums needed to execute Phases two (2) and/or three (3), so long as contracts and any addendums are executed before the end of calendar year 2021.
 - c. For each response, respondents must include a timeline for bringing all sites online.
 - d. For each response, respondents must include a detailed summary of the process including expected downtime you would use to transition over from our existing Wide Area Network to the proposed Wide Area Network
 - e. The County requires that the Wide Area Network be built out and ready for service by the start of the contract (March 1, 2021) for sites notated with March 1st Phase Implementation Completion Date (Appendix A).
 - f. The vendor agrees to pay the cost to the previous provider, if Wide Area Network is not ready for service by the start of the contract (March 1, 2021).
6. Demarcation
 - a. All solutions must terminate service or infrastructure in the demarcation point at each site specified in the pricing sheet.
 - b. Solutions bringing service to the property line but not to the demarcation point are not acceptable.
 - c. The respondent must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and CAT6a handoff, rack mount patch panel, etc.
7. Network Diagram
 - a. For each response, respondents must include a network diagram displaying the paths to be used to serve each endpoint.
 - b. Diagrams must show if circuits are routed through any aggregation hubs, equipment, or third-party facilities between the hub site and each endpoint.
 - c. If this detailed information cannot be supplied, then at a minimum the quantity, and distance of each link, must be supplied in order to provide a picture of potential latency.
7. Complete and include the Check List in Appendix B
8. Complete and include Price Proposal Form Appendix C

EVALUATION CRITERIA AND VENDOR SELECTION

The purpose of this document is to provide general and specific information for use by Vendor(s) in submitting a proposal to supply Pender County Government with information technology goods and services as listed above in accordance with N.C.G.S. 143-129.8. We will select a qualified Vendor(s) with whom we will develop a mutually beneficial contractual relationship. Our decision to award will be based on our determination of the proposal that offers the best overall benefit, as defined in N.C.G.S. 143-135.9, to Pender County, as defined below.

1. Price quoted (weighted)
2. Maintenance, Support and Response Commitment: Vendor will provide priority matrix to include severity and response time in hours (see Section Service Level Agreement)
3. Proposed contract terms and conditions: The Vendor understands the County's needs; The Vendor's proposed contract has flexibility and terms desired by the County
4. Availability of services: Applicant has ability to serve locations and requested bandwidth.

COUNTY RIGHTS AND OPTIONS

The County, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute or otherwise modify the RFP at any time;
- To cancel this RFP with or without the substitution of another RFP;
- To reject any or all proposals produced in response to this RFP;
- To take any action affecting this RFP, this RFP process, or the Services or facilities subject to the RFP that would be in the best interests of the county;
- To issue additional requests for information, and/or;
- To require one or more Vendors to supplement, clarify or provide additional information in order for the County to evaluate the responses submitted.

LIMITATIONS

This Request for Proposal does not commit Pender County to award a contract, pay any costs incurred in preparation, or travel to Pender County, NC to present a proposal to this request, or to procure or contract for services. The County accepts no liability for the cost and expenses incurred by the Vendors in response to this RFP, including preparing requests for clarification. Each Vendor that prepares a Response shall do so at its own expense and with the express understanding that they

All proposals submitted in response to this Request for Proposal become the property of the Pender County Government. Pender County reserves the right to accept or reject any or all proposals received or to cancel this Request for Proposal in part or in its entirety. After proposals are reviewed, the County will select the best overall proposal, which is in the best interest of the County.

The County assumes no responsibility for conclusions or interpretations derived from technical and background information presented in the RFP, or otherwise distributed or made available during the procurement process. In addition, the County will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the County other than those given in writing by the County through the issuance of addenda. In no event may a Vendor rely on any oral statement by the County or its agents, advisors or consultants.

TERMS AND CONDITIONS

In entering a Contract with Pender County North Carolina (the "County"), your company (the "Vendor"), acknowledges and agrees to abide by the Terms and Conditions set forth below, which shall supersede any conflicting terms and conditions.

1. COUNTY RIGHT TO CANCEL OR RESCIND – The County reserves the right to cancel a contract with 30 days written notice or otherwise rescind a Purchase Order based on the County's best interest.
2. PURCHASE ORDER REQUIRED – The County will not be responsible for any equipment, supplies, and/or services delivered without a Purchase Order and assumes no obligation for products or services shipped or delivered in excess of the quantity ordered. Any unauthorized products or services are subject to the County's rejection and shall be returned at the Vendor's expense.
3. VENDOR FAILURE TO DELIVER – In the event of Vendor's failure to deliver as and when specified, or to perform as and when specified, the County reserves the right to cancel this order, or any part thereof, without prejudice to its other rights, and Vendor agrees that the County may return part of any shipment so made and may charge Vendor with any loss expense sustained as a result of such failure to deliver or perform.
4. CHANGES – If Vendor refuses to accept this purchase order exactly as written, Vendor will return it at once with explanation. Any changes to Contracts or Purchase Orders requires the written acceptance of both parties to become effective. This will include product or service substitutions, cost changes, and delivery schedule changes.
5. INVOICES – Vendor will deliver invoices to the County at the address or electronically at website shown on the face of this Purchase Order. Vendor will send separate invoices for each purchase order number and invoices must be itemized in accordance with the items listed on the Purchase Order.
6. PRICE – The itemized price listed for products and services on the Vendor invoice must match that specified on the Purchase Order. No boxing, packing, cartage, or shipping charges will be allowed by the County unless specifically authorized on the face of this Purchase Order. Any cash discount period to County will date from County's receipt of the invoice or from the date of the receipt of goods, whichever is later.

7. TAXES – Vendor shall pay all sales or use taxes that are or become due in connection with any products or services provided hereunder and shall indemnify and save harmless the County from any damages, costs, fees, expenses, or penalties on account of such taxes. Vendor is required to list all applicable taxes as separate lines on the face of the invoice.

8. DELIVERY/TITLE – Unless otherwise agreed, delivery shall be f.o.b. point of destination and title shall pass to County upon acceptance at the final delivery point. Risk of damages or loss following shipment and prior to acceptance by County shall be the responsibility of Vendor.

9. RIGHT OF INSPECTION AND REJECTION – Equipment, supplies, and services supplied by Vendor shall be received subject to the County's inspection and approval either during manufacturing or delivery (with prior arrangement), or within a reasonable time after delivery, notwithstanding prior payment. If specifications or warranties are not met, material and equipment may be returned at Vendor's expense. No material or equipment returned to Vendor as defective shall be replaced except upon the County's formal authorization.

10. ASSIGNMENT – Neither this RFP or related contract or any interest therein nor shall any claim arising hereunder be transferred or assigned by Vendor without the prior written consent of the County. Vendor may not transfer or assign the benefits of this agreement, in whole or in part, including without limitation the County's warranty, without the approval of County.

11. WARRANTY/PERFORMANCE – Vendor warrants that the products and services furnished pursuant to this RFP and related contract (a) comply with all federal, state and local laws applicable thereto; (b) satisfy all requirements set forth on the face of this purchase order and any applicable documentation incorporated herein; (c) meet industry standards and be suitable for the purpose intended; (d) be of merchantable quality; and (e) be free from defects in title, labor, material or fabrication.

12. INDEMNIFICATION - INFRINGEMENT – Vendor will defend, indemnify, and save the County harmless from any and all loss, damages, costs, fees, and expenses incurred on account of any and all claims, suits, or judgments alleging that any product or service provided under this purchase order violates any patent, copyright, trade secret, trade name, or any other intellectual property right of any nature.

13. INDEMNIFICATION – DAMAGES – If any product provided hereunder is defective in any respect whatsoever, Vendor will defend, indemnify, and save County harmless from all loss, damages, costs, fees, and expenses incurred by reason of such defect, including without limitation all liability arising from any accidents, injuries, or damages to persons or property that may result in whole or in part from such product.

14. INDEMNIFICATION – CONSEQUENCES OF ACTIONS - If Vendor performs services or constructs, erects, inspects, or delivers hereunder, Vendor will indemnify and save harmless the County from all loss, damages, costs, fees, or expenses incurred in connection with any accidents, injuries, or damages to persons or property that may result in whole or in part from the performance thereof.

15. USE OF COUNTY NAME OR LOGO – Vendor agrees not to release any advertising or other materials using the County’s trademark, quoting the opinion of any County employee or implying in any way that the County indorses Vendor or its products or services.

16. FEDERAL OR STATE STATUTE – Vendor represents and warrants that no federal or state statute or regulation or municipal ordinance has been or will be violated in the manufacture, sale, or delivery of any product or service sold and delivered hereunder and if such violation has or does occur, Vendor will indemnify and save the County harmless from all loss, penalties, fees, costs, and expenses resulting in whole or in part from such violation.

17. E-VERIFY REQUIREMENTS – As a condition for payment under this purchase order, Vendor shall: (i) comply with N.C. Gen. Stat. Sections 64-25 et seq. (the “EVerify Requirements”); and (ii) cause each subcontractor hereunder to comply with such requirements. Vendor will indemnify and save harmless the County from all losses, damages, fees, costs, expenses, fines, and other liabilities resulting from any failure by Vendor or any subcontractor to comply with the E-Verify Requirements.

18. INSURANCE – Vendor shall secure, before delivery of any goods or services hereunder, Commercial General Liability insurance in an amount not less than \$1,000,000 bodily injury each occurrence/aggregate and \$1,000,000 property damage each occurrence/aggregate, or \$1,000,000 bodily injury and property damage combined single limits each occurrence/ aggregate, with the County as additional insured. Vendor shall produce an insurance certificate evidencing such coverage upon request by the County.

19. STRICT COMPLIANCE – The County may at any time insist upon strict compliance with these terms and conditions notwithstanding any previous custom, practice, or course of dealing.

20. MATERIAL SAFETY DATA SHEETS – Current Material Safety Data Sheets, when applicable to the order, shall be provided by Vendor in accordance with all regulations.

21. VENUE FOR LEGAL ACTIONS – This purchase order is governed by North Carolina law without regard to its conflicts of law principles. Any legal actions arising from this purchase order shall be brought in Pender County, North Carolina.

22. EQUAL OPPORTUNITY – The County has an equal opportunity purchasing policy. The County seeks to ensure that all segments of the business community have access to supplying the goods and services needed by County programs. The County affirmatively works to encourage utilization of small and minority business enterprises in our procurement activities. The County provides opportunities for all businesses and does not discriminate against any Vendor regardless of race, color, religion, age, sex, national origin or disability.

23. TRADE SECRETS / CONFIDENTIALITY – Upon receipt at the County, your Response is considered a public record, except for material which qualifies as “Trade Secret” information under NC G.S. 66-152(3). Your Response will be reviewed by County staff and members of the general public who submit public records request.

THE RESPONDER IS REQUIRED TO IDENTIFY ALL CONTENT DESIGNATED AS A TRADE SECRET AS DEFINED PURSUANT TO N.C.G.S. 66-152(3) AND WHICH MEETS THE CRITERIA FOR CONFIDENTIALITY PURSUANT TO N.C.G.S. 132-1.2(1). ALL NOTED TRADE SECRETS MUST FOLLOW PROCEDURES NOTED BELOW AND REQUIRE ATTACHED DOCUMENTATION SPECIFYING HOW THE CONTENT QUALIFIES AS A TRADE SECRET UNDER NORTH CAROLINA LAW. IF AN ENTIRE RESPONSE IS MARKED CONFIDENTIAL OR TRADE SECRET, IT WILL BE DISQUALIFIED FROM CONSIDERATION.

To properly designate material as a “trade secret” under these circumstances, each Vendor must take the following precautions: (a) any trade secrets submitted by a Vendor should be submitted separately in a sealed envelope marked **“Trade Secret – Confidential and Proprietary Information – Do Not Disclose Except for the Purpose of Evaluating this Response,”** (b) offer documentation specifying how the content qualifies as a trade secret under North Carolina law, and (c) the “trade secret” should be stamped on each page of the trade secret materials.

In submitting a response, each Vendor agrees that the County may reveal trade secret materials contained in such response to all County staff and officials involved in the selection process, and to any outside consultant or other third parties who serve on an Evaluation Committee or who are hired by the County to assist in development of specifications. Furthermore, each Vendor agrees to indemnify and hold harmless the County and each of its officers, employees and agents from all costs, damages and expenses incurred in connection with refusing to disclose any material, which the Vendor has designated as a trade secret. **Any Vendor that designates its entire Response as a Trade Secret will be disqualified.**

APPENDIX A – Specifications by location

APPENDIX B – Check List

APPENDIX C – Price Proposal Form



APPENDIX A – Specifications by location

Site	Address	City	Zip Code	Primary Hub Location / Address	Requested Bandwidth	Phase Implementation Completion Date
Animal Shelter	3280 New Savannah Rd.	Burgaw	28425	300 East Fremont St.	50 Mbps x 50 Mbps	March 1st, 2021
Hampstead Annex	15060 US Hwy 17	Hampstead	28443	300 East Fremont St.	100 Mbps x 100 Mbps	March 1st, 2021
Hampstead Convenience Center	250 Transfer Station Rd.	Hampstead	28443	300 East Fremont St.	50 Mbps x 50 Mbps	March 1st, 2021
Hampstead Library	75 Library Dr.	Hampstead	28443	300 East Fremont St.	100 Mbps x 100 Mbps	March 1st, 2021
Shooting Range	8718 Shaw Hwy.	Rocky Point	28457	300 East Fremont St.	100 Mbps x 100 Mbps	March 1st, 2021
Water Treatment Plant	289 Quality Way	Wilmington	28401	300 East Fremont St.	100 Mbps x 100 Mbps	March 1st, 2021
Hampstead Viper Tower	34°22'52.5"N 77°42'43.8"W	Hampstead	28443	605 East Fremont St.	50 Mbps x 50 Mbps	May 1st, 2021
Hwy 53 Viper Tower	3737 Hwy NC-53	Burgaw	28425	605 East Fremont St.	50 Mbps x 50 Mbps	May 1st, 2021
Wards Corner Fire Tower	34°32'11.3"N 78°03'53.7"W	Burgaw	28425	605 East Fremont St.	50 Mbps x 50 Mbps	May 1st, 2021
Tourism	106 E Wilmington St.	Burgaw	28425	300 East Fremont St.	50 Mbps x 50 Mbps	September 1st, 2021
LEC Data Center	605 E. Fremont St.	Burgaw	28425		100 Mbps x 100 Mbps	September 1st, 2021
EOC Data Center	300 E. Fremont St.	Burgaw	28425		100 Mbps x 100 Mbps	September 1st, 2021
Pender Memorial Park	601 S Smith St.	Burgaw	28425	300 East Fremont St.	50 Mbps x 50 Mbps	September 1st, 2021

Hub Locations					
Primary Data Center	300 East Fremont St.	Burgaw	28425		10 Gbps x 10 Gbps
Secondary Data Center	805 S. Walker St.	Burgaw	28425		10 Gbps x 10 Gbps
LEC Data Center	605 E. Fremont St.	Burgaw	28425		10 Gbps x 10 Gbps
EOC Data Center	300 E. Fremont St.	Burgaw	28425		10 Gbps x 10 Gbps



APPENDIX B – Check List

- 3-year Contract with Two 1-year extensions
- Network Design
- If needed, construction routes are included
- Network Design provides resiliency
- Pricing sheet is attached
- Pricing includes all taxes and fees
- If needed, pricing includes Non-Recurring Charges
- Pricing includes Monthly Recurring Charges
- Disconnect fees
- Downgrade fees
- Propose a plan for transitioning to their services and provide a recommended timeline
- Site additions or reductions will be addressed via a contract amendment
- Vendor will provide a priority matrix to include severity and response time in hours
- Agree to SLA
- Proposal includes all site names and addresses
- If notified of winning this bid, the contract will include all site names and addresses
- Cut-over dates
- It is understood that failure to provide all items requested in this RFP could be grounds for disqualification
- An aggregate uptime of 99.99% uptime will be provided
- Circuits will not be throttled
- Provide aggregate uptime statistics for your proposed service in the geographic area encompassing the Applicant.
- By submitting a proposal, we are agreeing to the requirements of the RFP
- RFP will be binding to the Contract
- Obtained and Reviewed all Appendices and Addenda

Vendor Company Name

Individual Certifying Printed Name

Title

Signature

Date



APPENDIX C – Price Proposal Form

Site	Proposed Bandwidth	Monthly Rate	NonRecurring Charge	Static IP Address Costs
Animal Shelter				
Hampstead Annex				
Hampstead Convenience Center				
Hampstead Library				
Shooting Range				
Water Treatment Plant				
Hampstead Viper Tower				
Hwy 53 Viper Tower				
Wards Corner Fire Tower				
Tourism				
LEC Data Center				
EOC Data Center				
Pender Memorial Park				

Hub Locations				
Primary Data Center				
Secondary Data Center				
LEC Data Center				
EOC Data Center				