



Request for Proposals # 220105-220
Internet and WAN

Timeline:

E-rate Form 470 #220006718

- Questions Due Date: **January 28, 2022**
- Questions must be submitted to <https://forms.gle/kbBbhUjfbnpbecus9> E-mails and phone calls will not be accepted. Q & A will be posted in EPC as a 470 RFP document.
- Due Date: **February 3, 1:00 P.M.**
- Proposals will not be accepted after this date. Sealed responses and a service contract ready for the Pender County Government to execute with all site names and addresses included, should be mailed to:

Pender County Library– Sealed Bid

103 S Cowan Street

PO Box 879

Burgaw, NC

Or delivered to:

Pender County Library– Sealed Bid

103 S Cowan Street

PO Box 879

Burgaw, NC

- Two paper copies and two USB flash drives with electronic copies are requested
 - An email should be sent to both purchasing@pendercountync.gov and erate@erateservices.com to notify that a proposal has been mailed. Proposals should NOT be included in this email.
- Announcement Date: **February 23, 2022**

Section 1: Overview

Pender County Government is requesting proposals for:

- Internet service for Pender County Government. A cost-allocation will be done for the Internet service utilized by the libraries
 - Internet service is expected to be delivered to the locations listed in Appendix A
 - The Primary internet would reside at 300 E. Fremont Street but the outlying locations would terminate in their own demarc locations
 - The new service is being planned to begin on July 1, 2022.
 - Pricing is requested for 1 Gbps, 2 Gbps, and 3 Gbps Internet service.
 - Pricing must be submitted without Special Construction.
 - Static IP addresses per Appendix A
- Symmetrical leased lit fiber transport locations listed in Appendix A and to Hub location, 300 East Fremont St, Burgaw, NC 28425
- Both 3-year and 5-year contract options, with five (5) one-year voluntary extensions, will be considered. Month to Month service may also be considered.
- As with all E-rate FCC Form 470s and RFPs affiliated with a filed FCC Form 470, the applicant will, at its sole discretion, decide whether a vendor/respondent award will result from this RFP. The issuance of an FCC Form 470 and this RFP do not obligate the County to make an award.
- Pender County Government currently has service provided by Charter/Spectrum.
- A single provider is preferred, but awards may need to go to multiple service providers. Please submit pricing for either option.

Section 2: Service Requests

1. Applicant is seeking bids for Internet and Leased Fiber (WAN Services). See Section 3 for solution requirements.
2. If construction is needed, a plan for regularly scheduled progress updates during the construction period must be addressed in the bid.
3. Special Construction
 - a. In E-rate terminology, special construction refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities.
 - b. Proposals must be submitted with construction costs allocated over the life of the contract instead of being submitted as one-time special construction costs. Special Construction proposals will **not** be accepted.

Section 3: Solution Specifications

1. ISP shall provide 1 (2 or 3) Gbps Internet Service, full duplex transmission over an industry standard fiber interface to the locations listed in Appendix A
2. Monthly recurring cost including taxes and fees (including current Universal Service Fees), and any additional non-recurring costs are **required** to be broken out and listed separately. North Carolina Libraries are not exempt from state tax. The tax rate for Pender County is 6.75%.
3. No increased pricing will be allowed during the term of the quoted NRC and MRC rate.
4. A single provider is required for all sites. If subcontracts are utilized, the County requires a single point of contact from the awarded vendor. A list of subcontractors should be included in the proposal if applicable.
5. If there are charges for static IP addresses, they should be included. By submitting a bid, the respondent certifies that it has engineered a full solution including all monthly recurring charges, all installation charges, and all construction costs. Costs added to the quote after the respondent has submitted their bid are solely the responsibility of the respondent and not the applicant.
6. If a bandwidth upgrade is requested mid-contract the term length does not reset or renew. For example, if an upgrade occurs in month 20 of a 36-month contract, then 16 months of service must remain on the contract at the new bandwidth before a contract renewal is available.
7. Site additions or deletions will be addressed via a contract amendment. The associated fee for additions or deletions must be included in the proposal.
8. Disconnect or downgrade fees must be included in the proposal.
9. All solutions must adhere to the Service Level Agreement (SLA) terms in Section 4.

Section 4: 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. .25% frame/packet loss commitment
 - c. 25ms round trip network latency commitment
 - d. 10ms network jitter commitment
 - e. There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason.
 - f. Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service.
2. Network operations center: Solution will provide customer support functions including problem tracking via a ticket portal, resolution, and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to address any problems that may arise relative to its connection with vendor provided services via the portal.
3. Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by 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. Customer will receive rapid feedback on trouble resolution, including potential resolution time.

Length of Service Outage Per Site	Credit is the following percentage of monthly recurring cost
Less than 2 hours	No Credit
Greater than two (2) hours and less than 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%

4. Escalation: In the event that service has not been restored within 2 hours, 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 implementation schedule is completed.
5. Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
6. Trouble reporting, escalation, and resolution: A detailed trouble reporting, escalation and resolution plan will be provided to the County.
7. Measurement: Time starts from the time the Customer contacts vendor and identifies the problem.
8. Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
9. Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
10. Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Applicant.

Section 5: General Terms for All Proposals

Pender County Government reserves the right to disqualify any proposal that significantly deviates from submitting the requested information. Proposals that consist of a catalog of services will be disqualified.

1. Description of Proposal
 - a. All current sites must be included in the bid. Failure to include all site

- names and addresses in a bid option could be considered grounds for disqualification.
- b. Respondent will provide a description of their proposal for all services and solutions.
 - c. Service Provider must have a USAC 498 ID that is shown on the proposal.
2. Site names and addresses
 - a. If their solution is chosen, respondents are required to include sites names and addresses on the contract.
 - b. If their solution is chosen, respondents are required to include sites names and addresses on the monthly invoices.
 3. 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 alters the costs or significantly changes the scope of the proposed service then the Applicant will not be liable for the cost increase and reserves the right to disqualify the bid and cancel any signed contracts without penalty.
 4. Timeline
 - a. For each response, respondents must include a timeline for bringing all sites online.
 - b. Proposals requiring little to no construction should be able to bring all sites online by the July 1 start of the funding year.
 - c. For solutions requiring construction, a schedule of bringing sites online must be included with an explanation of how this timeline shifts if the date of the E-rate funding commitment shifts.
 - d. New service must be installed, and service started by July 1, 2022. The contract must include a statement that all fees will be covered by the new vendor for any sites not connected by July 1, 2022.
 5. Demarcation
 - a. All solutions must terminate service or infrastructure in the demarcation point at each address specified in the pricing sheet.
 - b. Solutions bringing service to the property line but not to the demarcation point are not acceptable.
 - c. Respondent must specify specific demarcation setup included in base fees, e.g. wall mounted CPE and CAT6a handoff, rack mount patch panel, etc.
 - d. The handoff to each location will need to be an **ethernet** connection unless otherwise noted.
 6. Construction
 - a. Construction details should include the total project plant route feet, average cost per foot of outside plants, total strands, and number of strands dedicated to the Pender County Government.
 7. References
 - a. For each response, respondent must provide 3 references from current or recent customers (preferably Local Government) with projects equivalent

to the size of Applicant. – Appendix B

8. Contract
 - a. For each response, respondents must provide a prepared service contract ready for signing within 10 business days of receiving the Letter of Intent.
9. Complete and include the Price Proposal in Appendix C.
10. Complete and include the checklist on Appendix D.
11. E-rate Program Integrity Assurance (PIA) Review
 - a. If their solution is chosen, respondents are required to promptly provide Applicant with any information being requested as part of PIA review.
 - b. Vendors may assist applicants with preparing funding requests or responding to PIA questions and may speak directly with PIA reviewers.
 - c. For all responses that include construction, the respondent agrees, by submitting its bid, to produce all construction labor, construction materials and other cost information requested during PIA review.
 - d. **All responses must agree, in writing, to this section in the Appendix D Checklist. Failure to answer is grounds for disqualification.**
12. Required Notice to Proceed and Funding Availability
 - a. Applicant will follow the purchasing policies of the Pender County Government and requirements and procedures of the FCC's E-rate program as administered by the Universal Service Administrative Company to be eligible for all available funding.
 - b. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the County's issuance of a written Notice to Proceed.
 - c. E-rate funding notification alone will not signify Notice to Proceed. The County will have the right to allow the contract to expire without implementation if appropriate funding does not come available.

Section 6: Evaluation Criteria

Price (E-rate eligible recurring and one-time circuit costs) is the primary and most heavily weighted factor. Other criteria may include but are not limited to: Complete bid submission, Prior Experience with Company, Proposed contract terms and conditions, E-rate ineligible recurring or one-time costs, and Provider references.

Section 7: Protest

1. Bid protests must follow the procedures in 01 NCAC 05B .1519 PROTEST PROCEDURES. <http://reports.oah.state.nc.us/ncac/title%2001%20-%20administration/chapter%2005%20-%20purchase%20and%20contract/subchapter%20b/01%20ncac%2005b%20.1519.pdf>

APPENDIX A – Specifications by location

Internet Service Locations						
Site	Address	City	Zip Code	Service Requested	Static Public IP Address	Requested Bandwidth
Howard Holly Building (HUB FOR WAN LOCATIONS)	300 E Fremont St.	Burgaw	28425	Internet Service	60	1 Gigabit x 1 Gigabit
Law Enforcement Center	605 East Fremont St.	Burgaw	28425	Internet Service	40	100 Mbps x 100 Mbps
EOC / EMS Station 1	805 Ridgewood Av.	Burgaw	28425	Internet Service	40	50 Mbps x 50 Mbps
Tourism	106 E Wilmington St.	Burgaw	28425	Internet Service	1	10 Mbps x 10 Mbps
Pender Memorial Park	601 S Smith St.	Burgaw	28425	Internet Service	1	50 Mbps x 50 Mbps
Hampstead Convenience Center	250 Transfer Station Rd	Hampstead	28443	Internet Service	1	50 Mbps x 50 Mbps
Hampstead Sheriff's Office Annex	15060 US Hwy 17	Hampstead	28443	Internet Service	5	50 Mbps x 50 Mbps

E-LAN / WAN Service Locations						
Site	Address	City	Zip Code	Service Requested	Primary Hub Location / Address	Requested Bandwidth
Animal Shelter	3280 New Savannah Rd.	Burgaw	28425	E-LAN / WAN	300 East Fremont St.	50 Mbps x 50 Mbps
Hampstead Annex	15060 US Hwy 17	Hampstead	28443	E-LAN / WAN	300 East Fremont St.	100 Mbps x 100 Mbps
Hampstead Library	75 Library Dr.	Hampstead	28443	E-LAN / WAN	300 East Fremont St.	100 Mbps x 100 Mbps
Shooting Range	8718 Shaw Hwy.	Rocky Point	28457	E-LAN / WAN	300 East Fremont St.	100 Mbps x 100 Mbps
Water Treatment Plant	289 Quality Way	Wilmington	28401	E-LAN / WAN	300 East Fremont St.	100 Mbps x 100 Mbps

E-Rate Eligible

Appendix B

References

School or County System	Contact Name	Email Address	Telephone Number

APPENDIX C – Price Proposal Form

Site	Proposed Bandwidth	Monthly Rate	Non- Recurring Charge	Static IP Address Costs
Howard Holly Building <i>E-rate Eligible</i>				
Law Enforcement Center				
EOC / EMS Station 1				
Tourism				
Pender Memorial Park				
Hampstead Convenience Center				
Hampstead Sheriff's Office Annex				
Animal Shelter				
Hampstead Annex				
Hampstead Library <i>E-rate Eligible</i>				

Shooting Range				
Water Treatment Plant				

Appendix D

Checklist

- 3-year proposal with five 1-year extensions
 - 1 Gbps option included
 - 2 Gbps option included
- 5-year proposal with five 1-year extensions
 - 1 Gbps option included
 - 2 Gbps option included
- Network design illustrated
- Construction routes are included
- Design provides resiliency
- Construction details (if needed)
- Bandwidth is scalable
- Pricing is attached
 - Pricing includes NRC
 - Pricing includes MRC
 - Pricing includes all taxes and fees, including current rate for USF
 - Understand that costs added to the quote after the bid is submitted are the responsibility of the company and not the Applicant
- Single provider for all sites OR
 - Provider for single sites
- The contract will allow for bandwidth upgrades via a contract amendment
- Site additions or reductions will be addressed via a contract amendment
- Disconnect fees
- Downgrade fees
- 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
- Three references
- It is understood that failure to provide all items requested in this RFP are grounds for disqualification
- USAC 498 ID (SPIN)
- Upon award of a contract, Bulk Upload Spreadsheets will be provided
- An aggregate uptime of 99.9% uptime will be provided
- Circuits will not be throttled
- Protest deadlines are understood
- By submitting a proposal, we are agreeing to the requirements of the RFP
- SLA Portal (Ticket submission, network utilization, progression, tracking, etc.)