

Pahrump Community Library – RFP for Internet Access

Background Information

Pahrump Community Library is located in Pahrump, Nye County, NV. Pahrump is 65 miles west of Las Vegas. The Library has 16 adult computers and 8 children's computer presently connected to the Internet through fiber optic.

Current Environment

Pahrump Community Library currently has Internet service provided through VCA. The Current capacity of Internet service is 1 Gbps fiber-optic broadband service.

Services required for this RFP: The intent of this RFP is to enter into a contract for Internet Access.

Internet Service Providers should be able to deliver the following features:

1. Internet service to the library –Minimum capacity 1 Gbps, maximum capacity 1 Gbps.
2. Class C IP address allocation.
3. CIPA compliant filtering.
4. Vendor must file for USAC Universal Service Administrative Company with start of service.

Vendors may provide all necessary equipment, IP addresses, connections, routers, etc. needed for Internet Access to the site. Vendors will be responsible for all service and maintenance of Internet connections. Troubleshooting service will be provided within four hours of reported problems during normal library hours.

Service Level Agreement

Respondent will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured.

- Fiber Network Availability: the provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
- .25% frame/packet loss commitment
- 25ms network latency commitment
- 10ms network jitter commitment
- There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason

In addition to the required services, the proposal may include but is not to be limited to the following services:

- Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
- 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.

- 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 implementation schedule is completed.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble reporting, escalation and resolution: A detail trouble reporting, escalation and resolution plan will be provided to the district.
- Measurement: Vendor stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service. Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages of shortage will be identified.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
- Historical uptime: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing Pahrump Community Library

Requested Bandwidth for the library: Minimum capacity 1 Gbps, maximum capacity 1 Gbps.

Invoicing

Vendors submitting responses to this Request for Proposal agree to provide discounted billing for services associated with this proposal and seek reimbursement of the discount amount according to the invoicing/reimbursement guidelines of the Schools and Libraries Division of the Universal Service Fund. Pahrump Community Library will pay for the discounted portion services provided under this proposal.

General Conditions

This RFP is not a contract offer. Acceptance of a proposal neither commits Pahrump Community Library to award a contract to any vendor, even if all requirements stated in the RFP are met, nor limits the library's right to negotiate in the library's best interest.

Failure to answer any questions in the RFP may subject the proposal to disqualification. Failure to meet qualifications and requirements will not necessarily subject a proposal to disqualifications.

It is important that the vendor understand that this Internet Access Proposal has been submitted on Pahrump Community Library Erate applications which, if approved, will entitle us to approximately 80% discount through the Universal Service Fund. If you are not familiar with this process, please call Susan Wonderly at 775-727-5930.

Right to Rejection

Pahrump Community Library reserves the right to accept or reject any or all responses to this RFP and to enter into discussion and/or negotiations with one or more qualified vendors at the same time, if such action are in the best interest of Pahrump Community Library.

Proposal Submission

Proposal should be submitted by email to Susan Wonderly, director@pahrumplibrary.org