



La Porte County Public Library –Quote for Internet Access

Background Information

La Porte County Public Library is renovating a building located at 807 Indiana Ave, La Porte, IN. The library needs to establish internet service for the facility.

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. Minimum downstream: 300 Mbps
2. Minimum upstream: 30 Mbps
3. Block of 5 static IP addresses
4. Vendor may be requested to file for USAC Universal Service Administrative Company according to the filing window for the program.

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.
- 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 La Porte County Public Library

General Conditions

This RFP is not a contract offer. Acceptance of a proposal neither commits La Porte County Public 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.

La Porte County Public 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 La Porte County Public Library.

Proposal Submission

Proposal should be submitted by email to business@laportelibrary.org by 5:00pm on Tuesday, December 15, 2020.

To visit the site or for other questions please contact Grant Andres, Cardinal Point Technologies Cardinal Point Technologies by phone at 219-576-7147 or via email at gandres@cardinalpoint.tech