

ST. LOUIS COUNTY LIBRARY DISTRICT
REQUEST FOR PROPOSAL
Branch Wi-Fi Internet Services 2024
DATE ISSUED: January 10, 2024

The Board of Trustees of the St. Louis County Library District (“Library District”) is accepting Proposals (“Proposal” or “Proposals”) pursuant to this Request for Proposal from qualified businesses for: Branch Wi-Fi Internet Services, at the St. Louis County Library District branch locations and the Lynn Beckwith, Jr. Administrative Building identified in Exhibit A (the “**Project**”). Proposers are responsible for examination of all documents, specifications, and instructions for this Project.

All Proposals are due no later than 1:00 P.M. C.T., on February 9, 2024.

Please email the completed Proposal in accordance with this Request for Proposal to Gib Van Cleve, Assistant Director, ITS via email at gvanceve@slcl.org.

To protect the integrity of the Proposal selection process, any questions concerning this Request for Proposal, the Proposal process or Proposal specifications shall be submitted per the directions in Section 6 under the “Proposal Requirements” listed in this document.

A proposer shall complete the Proposal as required in this Request for Proposal and email the completed Proposal to Gib Van Cleve, Assistant Director, ITS via email at gvanceve@slcl.org with the subject heading “Branch Wi-Fi Internet Services RFP 2024.”

The Library District reserves the right to reject any and all Proposals and to waive formalities in the best interest of the Library District.

BACKGROUND

The Library District is a political subdivision of the State of Missouri. The Board of Trustees (“Board of Trustees”) of the Library District is a body corporate with all the powers and rights of like or similar corporations serving more than 870,000 Library District residents. All management and control of the Library District is vested in a Board of Trustees consisting of five Trustees appointed by the County Executive of St. Louis County, Missouri. The Trustees serve staggered four-year terms.

The Board of Trustees appoints a qualified librarian who holds that office at the Board of Trustees’ pleasure as the chief executive and administrative officer (“Director”) of the Library District.

The Board of Trustees has the power to purchase grounds, erect appropriate buildings and improve existing buildings for the use of the Library District and its branches out of funds available or through the issuance of bonds or otherwise.

GENERAL REQUIREMENTS

The Project is subject to all applicable laws of the State of Missouri governing the Library District including but not limited to the following:

- Missouri law prohibits all employers from employing aliens unlawfully present in the United States to perform work within the State of Missouri, including the Project and proposers must comply with the provisions relating thereto in Section 285.530 RSMo, as amended.
- State law also requires all employees working on the site of public works projects to have received safety training, including the Project, pursuant to Section 292.675 RSMo, as amended.
- Every transient employer must comply with Sections 285.230 through 285.234 RSMo, as amended, when applicable.
- Pursuant to Sections 34.070 and 34.073, the Library District prefers to purchase those materials, products and supplies which are produced, manufactured, compounded, made or grown, within the State of Missouri when they are found in marketable quantities and are a quality suited to the purpose intended, and can be secured without additional cost over out-of-state products. Quality and fitness of articles will be considered in making purchases or letting contracts. Similarly, in letting contracts for the performance of any job or services, the Library District prefers Missouri firms, corporations or individuals, or firms, corporations or individuals which maintain Missouri offices, when the quality of performance promised is equal and the price quoted is the same or less.

Public entities, as well as the successful proposer, shall comply with these laws. Failure to comply with many of these laws constitutes a misdemeanor for the successful proposer. The purpose of these laws is to protect the tax base, keep worker safe and ensure that construction remains a high-skilled enterprise.

In addition to the general requirements listed above, the successful proposer shall comply with all laws, ordinances, regulations, applicable zoning and building requirements, and orders of federal, state, county, and local governing authorities pertaining and applicable to each Library District Location, the successful proposer and/or the Library District.

Applicable insurance coverage must be provided by the successful proposer before any work can be started on the Project.

The Library District will make every effort to target and utilize Minority/Women Business Enterprises (MBE/WBE) by using the Missouri Minority/Women Business Enterprise Program Directory as a source of identification of potential proposers. The Library District Policy provides that MBE/WBEs must be certified by the Office of Supplier and Workforce Diversity (OSWD),

State of Missouri, and that such entities will be provided an equitable and fair opportunity to submit bids and proposals.

These general requirements, this Request for Proposal, the Proposal and the specifications, drawings, schedules and instructions of the Project shall be incorporated in the contract and/or purchase order signed by the parties should the proposer be awarded a contract under this Request for Proposal.

SCOPE OF WORK

This Scope of Work provides an overview of the terms and conditions being sought by the Library District for the Service:

Branch Wi-Fi Internet Services

The St. Louis County Library District is requesting Proposals for high speed Internet service at 20 branch locations in St. Louis County, as described in Exhibit A, attached hereto and incorporated herein as a part of this RFP. The Library District seeks an Internet Service solution that will connect to each location's existing public Wi-Fi infrastructure which is described in this document.

The Library District provides patrons with free Wi-Fi Internet access at each of its 20 branch locations via 200 Mbps Internet coax connections. Usage of these services by the public continues to grow. Peak monthly usage totals have seen over 66,000 unique Wi-Fi devices connected to the Library District's Branch Wi-Fi networks with a cumulative monthly traffic exceeding 10 terabytes. The Library District owns its firewall and Wi-Fi network infrastructure. The Library District will continue to maintain and support its firewall and Wi-Fi network infrastructure.

The Library District currently routes each branch's Internet Wi-Fi traffic through local Coax Internet connections installed at each branch. The District seeks solutions that will allow it to continue this model of Internet service delivery to each branch from an ISP. The Library District seeks an Ethernet CAT-6 hand off of Internet services from the ISP at each branch location. E-Rate Priority 1 service status is also a requirement in proposer's response. Proposer must be able to deliver their solution in time to start a 36-month term commencing on July 1, 2024.

The Library District intentionally extends its Wi-Fi Internet services into all Library Branch parking lots with the intent of offering these services to its patrons 24 hours per day, seven days per week. As such, the Library District expects the proposed Internet solution to provide stable Internet service 24 hours per day, seven days a week. The Library District does anticipate that vendors will require periodic planned down time or maintenance windows for updates and changes to its equipment and services.

Past experience has shown that some library branch locations prove to be more challenging than others for an Internet Service Provider to provide reliable Internet

services. The Library District reserves the right to terminate the contracted services due to poor stability or throughput of one provider at a given site any time during the contract term and replace it with the services of a competing vendor.

Responses to this RFP should only be for those “locations and services” described within. Proposers that stray from these specifications may result in their entire proposal being declared unresponsive.

The selected provider will best meet the desired capabilities identified in this Scope of Work and the Service section of this RFP, at the best price. The acceptance of a proposal does not obligate The St. Louis County Library District to purchase a system from any proposer. The St. Louis County Library reserves the right to reject all proposals. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposals and prior to signing a contract, The St. Louis County Library reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

SERVICE

I. Key Requirements:

The Proposer must meet the following requirements:

- Have a Service Provider Identification Number (SPIN) on file with the Universal Service Administrative Company.
- Be an approved USAC telecom provider.
- Install high speed Internet service no less than 200 Mbps down at 20 branch locations and the administration building, with an Ethernet CAT-6 hand off of Internet services from the ISP at each branch location, in time for the start of E-Rate’s 2024/2025 service year.
- Provide bi-directional speeds. State the throughput speeds for up and down Internet traffic.
- Provide each branch with a unique perimeter address on the Internet side of the service.
- Provide the Library District with flexibility to disconnect service at particular branches during months of branch closure and/or add additional bandwidth and services throughout the term of the contract
- Provide a web based management interface to monitor bandwidth usage.
- Provide E-Rate Priority 1 service status
- **Any Wi-Fi services that are normally enabled on ISP’s equipment must be disabled by the service provider. All “wireless” Internet connectivity to the proposer’s provided Internet solution must be made through hardware owned by the Library District. Proposer shall not leverage provided service as a connectivity option for its other customers. The intent of this restriction is to assure that the contracted bandwidth of the physical connection is reserved exclusively for Library District patrons and staff.**

II. Required Information. All proposals should demonstrate the Proposer’s satisfaction of the Key Requirements listed above and include the following information:

1. Branch Wi-Fi Internet Bandwidth Service Solution:

- Please provide a description of the proposed Internet Bandwidth solution detailing upload and download speeds.
- **Please provide a description of your company's broadband latency and throughput.**
- Please provide typical response times of ISP's DNS server infrastructure for domain name lookups.
- Describe ISP's method(s) of communicating the customer's usage level of purchased services.
- Describe ISP's upstream Internet connectivity.
- Provide a copy of ISP's Service Level Agreement
- Please provide a brief description of your company's background as an ISP.
- Please provide product information and brochures featuring your product. **Responses with links to websites containing descriptions do not provide lasting documentation of a proposer's specifications and its services as the content of websites can also be changed at the proposer's discretion without the knowledge of the Library District.**
- If you are partnering with another company for service or equipment, please include a description of this company's background.

2. Installation and Training:

- Please describe the installation process of the Branch Internet Solution at all 20 of the Library's branch locations and the administration building. Please include a description of any installation requirements applicable to the Library District.
- Please describe the training that will be provided to Library District staff after the installation.

3. ISP Service and Support

- Address the proposer's support organization and how it assures Internet uptime 24 hours a day and seven days a week.

4. Configuration/Pricing

- Please provide pricing for a three year term.
- Provide bandwidth pricing options for a minimum of 200 Mbps and greater if available.
- Itemize all charges for individually identifiable components of the proposed system, including all associated installation, programming, and cabling. Proposer must include charges for all components required to provide Internet connectivity, all design charges, interface charges, and training charges. **Please identify and include the estimated taxes and surcharges to be assessed in the response.**

5. Payment Options

- Describe your accepted methods of payment, including leasing options. The Library requires E-rate eligible services.

6. Payment Schedule

- Describe payment schedules available with the proposed system.

7. References

- Please provide at least 3 references from similar sized installations that your company has provided within the last three years.

8. Network Drawing

- Please submit a detailed network drawing providing details of how the network will be designed, implemented and maintained.

The successful proposer agrees to enter into a contract with the Library District for services provided.

Upon placement of a contract and/or service order, proposers must confirm their installation timeline within thirty (30) days. If the timeline is found to be considerably longer than what was proposed in the proposal, the Library District reserves the right to cancel the service order or contract without penalty due to non-performance. The Library District shall not be held responsible for any early termination penalties should the contract be terminated under these conditions. If the contract is terminated due to non-performance, the Library District may award the contract to the proposer that scores second in the evaluation process, or may repeat the proposal process for the service.

PROPOSAL REQUIREMENTS

The Proposal must be received via email to gvanclave@slcl.org by 1:00 P.M. C.T. on February 9, 2024. No Proposal will be accepted after this time and any Proposal arriving after this time will be returned unopened.

1. The Proposal email shall bear the following subject line:

Branch Wi-Fi Internet Services RFP 2024

2. Proposals must be PDF file format viewable as an eight-and-one-half inch (8 1/2") by eleven inch (11") white paper printed on one side. The Proposal must clearly and easily identify the individual or firm and contain the name, address, and a telephone number of its principal spokesperson, which may be released by the Library District as public information as required by applicable law and/or Library District policy.

3. Each proposer shall submit via email a signed, complete copy of the Proposal and one "public/press" copy of the Proposal in which the individual or firm should redact any information which it deems confidential or proprietary.

4. Any proposer desiring an explanation or interpretation of this Request for Proposal must request it in writing no later than 1:00 P.M. C.T. on January 22, 2024 and such request shall be emailed only to gvanclave@slcl.org. Oral explanations or instructions given before the award

of the contract will not be binding. Any information given to a proposer concerning a solicitation will be furnished promptly to all other proposers as an amendment of this Request for Proposal, if that information is necessary in submitting Proposals or if the lack of it would be prejudicial to any other prospective proposers.

5. If this Request for Proposal is amended, then all terms and conditions, which are not modified, remain unchanged. Proposers shall acknowledge receipt of any amendments to this Request for Proposal by: (i) signing and returning the amendment; and (ii) identifying the amendment number and date in the space provided for this purpose. The Library District must receive the acknowledgement by the time specified for receipt of the Proposal.

6. No Proposal shall be withdrawn for a period of 90 days subsequent to the submittal of the Proposal without prior written consent of the Library District.

7. The **COVER LETTER** must indicate that the signer is authorized to bind the proposer contractually and must identify the title or position of the signer. The COVER LETTER shall also contain the following:

- (i) The name of the proposer, address, telephone number and email address;
- (ii) A statement that (a) the proposer is willing and able to provide the goods and services required for a successful engagement; (b) the proposer has read and understands the Request for Proposal; (c) the proposer understands the conditions and needs of each Library District Location; and (d) the Proposal is made in accordance with the Request for Proposal and is based upon the materials, products, systems and equipment required by the Request for Proposal.
- (iii) The name of the individual within the proposer, who will be the primary contact concerning this engagement;
- (iv) Copies of all license(s) from applicable governing authority to do business at each Library District Location and certificate of good standing for the State of Missouri, as applicable;
- (v) Proposal security in the form of a Proposal bond or cashier's check of not less than 5% of the Proposal amount; and
- (vi) Documentation and sworn affidavit with respect to employees working in connection with the Proposal, affirming enrollment in a Federal Work Authorization Program.

10. An unsigned submission shall be rejected.

11. The Library District is not liable for any cost incurred by the proposer prior to issuance of a legally executed contract by the Library District and/or purchase order authorized by the Library District.

12. Please provide at least 3 references from similar sized contracts that your company has provided Internet Services for a multi-site customer within the last three years.

13. RFP Responses - All materials submitted by the proposer in response to this RFP become the sole property of the St. Louis County Library District upon receipt. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the proposer.

14. Performance, labor and materials insurance shall be provided by a company rated A+ in Best ratings. All other coverage shall be provided by companies rated A or above in Best ratings.

SELECTION PROCEDURES

1. A tentative schedule of the selection process for this RFP is listed in Exhibit B (“Tentative Schedule”).
2. Proposals shall be referred to and reviewed by a Selection Committee composed of members selected by the Director.
3. Proposals that fail to adhere to the requirements of this Request for Proposal may result in the Proposal being disqualified as non-responsive.
4. In determining the best Proposal, among other factors, the Library District may consider all factors in this Request for Proposal including, but not limited to location of the proposer and references.
5. The Selection Committee will make a recommendation to the Director who will make a recommendation to the Board of Trustees.

AWARD

1. The right is reserved by the Board of Trustees to cancel this Request for Proposal or to reject any and all Proposals and to waive formalities in the best interest of the Library District.
2. The Board of Trustees reserves the right to split awards, make multiple awards and to reject any and all Proposals.
3. Subject to the rights reserved by the Library District, an award will be made by the Board of Trustees to the proposer determined to have the lowest and best Proposal.
4. All proposers will be notified of the Library District’s selection as soon as possible.
5. Each successful Responder is required to procure and maintain professional liability insurance coverage in a sufficient amount taking into consideration the number, size and specifics of the Project services to be provided. Each Responder should list the professional liability insurance coverage to be provided in the Response to RFP.
6. The successful proposer will be issued a Notice of Award. Within ten business days, the successful proposer shall provide the following documentation:
 - (a) Proof of the appropriate insurance coverage.
 - (b) Federal Identification Number.
 - (c) Evidence that the proposer is authorized to do business in Missouri and at each Library District Location.

Exhibit A

Locations

Notes:	Location Name	Address
	Clark Family (CF)	1640 S. Lindbergh Blvd., St. Louis, MO 63131
	Bridgeton Trails (BT)	3455 McKelvey Rd., Bridgeton, MO, 63044-2500
	Cliff Cave (CC)	5430 Telegraph Rd., St. Louis, MO, 63129-3556
	Daniel Boone (DB)	300 Clarkson Rd., Ellisville, MO, 63011-2222
	Eureka Hills (EH)	500 Workman Road, Eureka, MO, 63025
	Florissant Valley (FV)	195 New Florissant Rd., S., Florissant, MO, 63031-6796
	Grand Glaize (GG)	1010 Meramec Station Rd., Manchester, MO, 63021-6943
	Park View (PV)	8400 Delport Dr., St. Louis, MO, 63114-5904
	Jamestown Bluffs (JB)	4153 N. Highway 67, Florissant, MO, 63034-2825
	Lewis & Clark (LC)	9909 Lewis-Clark Blvd., St. Louis, MO, 63136-5322
	Meramec Valley (MV)	1501 San Simeon Way, St. Louis, MO, 63026-3479
	Mid-County (MC)	7821 Maryland Ave., St. Louis, MO, 63105-3875
	Natural Bridge (NB)	7606 Natural Bridge Rd., St. Louis, MO, 63121-4905
	Oak Bend (OB)	842 S. Holmes Ave., St. Louis, MO, 63122-6507
	Prairie Commons (PC)	915 Utz Ln., Hazelwood, MO, 63042-2739
	Rock Road (RR)	10267 St. Charles Rock Rd., St. Ann, MO, 63074-1812
	Samuel C. Sachs (SACHS)	16400 Burkhardt Pl., Chesterfield, MO, 63017-4660
	Grant's View (GV)	9700 Musick Road, St. Louis, MO, 63123-3935
	Thornhill (TH)	12863 Willowyck Dr., St. Louis, MO, 63146-3771
	Weber Road (WR)	4444 Weber Rd., St. Louis, MO, 63123-6744
	Lynn Beckwith, Jr. Administrative Building (Beck)	1412 S. Spoede Rd., St. Louis, MO 63131

Exhibit B

Tentative Schedule

To provide a clear understanding of the RFP process, below is a tentative schedule of events for this project.

Date and Time	Event
January 10, 2024	Request For Proposal Issued
January 22, 2024 at 1:00 p.m.	Deadline for submission of questions by Proposers
January 25, 2024 2:00 p.m.	Answers to Proposers' questions will be posted on website
February 9, 2024 at 1:00 p.m.	RFP Closing Date and Time
February 20, 2024	Board of Trustees meeting for approval