ST. LOUIS COUNTY LIBRARY DISTRICT
REQUEST FOR PROPOSAL
Branch Wi-Fi Internet Services
DATE ISSUED: December 7, 2020

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 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 January 11, 2021.

Please email the completed Proposal in accordance with this Request for Proposal to Gib Van Cleve, Assistant Director, ITS via email at gvancleve@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 gvancleve@slcl.org with the subject heading “Branch Wi-Fi Internet Services RFP.”

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 19 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 current contract for these circuits ends on June 31, 2021. The Library is seeking proposals for 36 month contracted high speed Internet with services commencing on July 1, 2021.

The Library District provides patrons with free Wi-Fi Internet access at each of its 19 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 Wi-Fi network infrastructure. The Library District will continue to maintain and support its Wi-Fi network infrastructure.

In early to mid-2021, the Library District anticipates that the Eureka Hills branch (“EH”) will move to a newly constructed building at 500 Workman Rd., Eureka, MO 63025. Proposer’s solution must provide for the duplication of EH’s Branch Wi-Fi Internet service at the new address at that time. The existing EH location will be disconnected once the move of staff and equipment into the new building is complete.

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. The District requires that web filtering and firewall services be included in the Proposer’s solution. E-Rate Priority 1 service status is also a requirement in proposer’s response. Proposer must be able to deliver their solution in time for the start of E-Rate’s 2021/2022 service year.

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 at 19 branch locations, 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 2021/2022 service year.
- Provide each branch with a unique perimeter address on the Internet side of the service.
- Provide Web filtering services for all Internet traffic with the ability to exclude specific web content categories as well as blacklisting and whitelisting of specific sites.
- Provide firewall capabilities for blocking specific protocols like SMTP and BitTorrent.
- 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

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 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.
   - 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 19 of the Library’s branch locations. 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 commencing on July 1, 2021.
   • 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.

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.

**PROPOSAL REQUIREMENTS**

The Proposal must be received via email to gvancleve@slcl.org by 1:00 P.M. C.T. on January 11, 2021. 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
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. Colored and/or tabbed divider sheets may be used to delineate discrete sections.

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 December 16, 2020, and such request shall be emailed only to gvancleve@slcl.org. An optional survey of sites will be conducted for interested proposers on December 14. If proposer wishes to participate in the site survey they should express this interest via email to gvancleve@slcl.org no later than 1:00 P.M. C.T. on December 11, 2020. The site survey will commence from Library headquarters at 8:00 A.M. C.T. on December 14, 2020. Further information will be given to those who indicate an interest in the survey. 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

<table>
<thead>
<tr>
<th>Notes:</th>
<th>Location Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bridgeton Trails (BT)</td>
<td>3455 McKelvey Rd., Bridgeton, MO, 63044-2500</td>
</tr>
<tr>
<td></td>
<td>Cliff Cave (CC)</td>
<td>5430 Telegraph Rd., St. Louis, MO, 63129-3556</td>
</tr>
<tr>
<td></td>
<td>Daniel Boone (DB)</td>
<td>300 Clarkson Rd., Ellisville, MO, 63011-2222</td>
</tr>
<tr>
<td></td>
<td>Eureka Hills (EH)</td>
<td><strong>Current location:</strong> 156 Eureka Towne Ctr,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Eureka, MO, 63025-1032</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>New location:</strong> 500 Workman Road, Eureka,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MO, 63025</td>
</tr>
<tr>
<td></td>
<td>Florissant Valley (FV)</td>
<td>195 New Florissant Rd., S., Florissant, MO,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>63031-6796</td>
</tr>
<tr>
<td></td>
<td>Grand Glaize (GG)</td>
<td>1010 Meramec Station Rd., Manchester, MO,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>63021-6943</td>
</tr>
<tr>
<td></td>
<td>Indian Trails (IT)</td>
<td>8400 Delport Dr., St. Louis, MO, 63114-5904</td>
</tr>
<tr>
<td></td>
<td>Jamestown Bluffs (JB)</td>
<td>4153 N. Highway 67, Florissant, MO, 63034-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2825</td>
</tr>
<tr>
<td></td>
<td>Lewis &amp; Clark (LC)</td>
<td>9909 Lewis-Clark Blvd., St. Louis, MO, 63136-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5322</td>
</tr>
<tr>
<td></td>
<td>Meramec Valley (MV)</td>
<td>625 New Smizer Mill Rd., Fenton, MO, 63026-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3518</td>
</tr>
<tr>
<td></td>
<td>Mid-County (MC)</td>
<td>7821 Maryland Ave., St. Louis, MO, 63105-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3875</td>
</tr>
<tr>
<td></td>
<td>Natural Bridge (NB)</td>
<td>7606 Natural Bridge Rd., St. Louis, MO, 63121-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4905</td>
</tr>
<tr>
<td></td>
<td>Oak Bend (OB)</td>
<td>842 S. Holmes Ave., St. Louis, MO, 63122-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6507</td>
</tr>
<tr>
<td></td>
<td>Prairie Commons (PC)</td>
<td>915 Utz Ln., Hazelwood, MO, 63042-2739</td>
</tr>
<tr>
<td></td>
<td>Rock Road (RR)</td>
<td>10267 St. Charles Rock Rd., St. Ann, MO,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>63074-1812</td>
</tr>
<tr>
<td></td>
<td>Samuel C. Sachs (SACHS)</td>
<td>16400 Burkhardt Pl., Chesterfield, MO, 63017-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4660</td>
</tr>
<tr>
<td></td>
<td>Grant’s View (GV)</td>
<td>9700 Musick Road, St. Louis, MO, 63123-3935</td>
</tr>
<tr>
<td></td>
<td>Thornhill (TH)</td>
<td>12863 Willowyck Dr., St. Louis, MO, 63146-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3771</td>
</tr>
<tr>
<td></td>
<td>Weber Road (WR)</td>
<td>4444 Weber Rd., St. Louis, MO, 63123-6744</td>
</tr>
</tbody>
</table>
Exhibit B

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

<table>
<thead>
<tr>
<th>Date and Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, December 7, 2020</td>
<td>Request For Proposal Issued</td>
</tr>
<tr>
<td>Friday, December 11, 2020, 1:00 p.m.</td>
<td>Deadline to request survey of sites</td>
</tr>
<tr>
<td>Monday, December 14, 2020, 8:00 a.m.</td>
<td>Survey of sites</td>
</tr>
<tr>
<td>Wednesday, December 16, 2020, 1:00 p.m.</td>
<td>Deadline for submission of questions by Proposers</td>
</tr>
<tr>
<td>Tuesday, December 22, 2020, 2:00 p.m.</td>
<td>Answers to Proposers’ questions will be posted on website</td>
</tr>
<tr>
<td>Monday, January 11, 2021, 1:00 p.m.</td>
<td>RFP Closing Date and Time</td>
</tr>
<tr>
<td>Monday, February 1, 2021</td>
<td>Board of Trustees meeting for approval</td>
</tr>
</tbody>
</table>