

Cumberland County Library System Wi-Fi Hotspot E-rate Request for Proposal

Bids Due: March 24, 2025 by 4:30 PM EST

Bids Must Be Submitted Via E-mail to: Barbara Leach, Information Technology Coordinator, at

bleach@cumberlandcountylibraries.org no later than 4:30 p.m. Eastern time on March 24, 2025. The CCLS Bids & Requests for Proposals website address is https://www.cumberlandcountylibraries.org/SYHQ_Bids_and_RFPs

Vendor Questions Must be emailed to: Barbara Leach, Information Technology Coordinator, at
bleach@cumberlandcountylibraries.org

Introduction

The Cumberland County Library System (CCLS) in Pennsylvania is seeking proposals from qualified vendors to provide data plans and related services that are compatible with up to 77 WiFi hotspots (4G LTE) currently in use by CCLS, or provide up to 100 new hotspots, to support remote learning initiatives as adopted by the Federal Communications Commission (FCC) Report and Order FCC-24-76 for an initial term of three years with the option for up to three one-year renewals. This initiative is crucial for ensuring that students and patrons have the necessary access to off-premises educational resources. The selected vendor will be responsible for delivering reliable, secure, and compliant WiFi hotspot solutions that adhere to the requirements of the Children's Internet Protection Act (CIPA). All quantities are approximate and subject to change. The specification, quantity, capacity, locations, and count of services will vary over time due to fluctuations in CCLS needs.

1. Overview

The purpose of this Request for Proposal (RFP) is to solicit proposals for the following:

- Provision of data plans with appropriate bandwidth and coverage.
- Support and maintenance services for the hotspots.
- Implementation of necessary content filtering to comply with CIPA regulations.
- Provision of WiFi hotspots (devices) suitable for future off-premises educational use.

2. WiFi Hotspots and Related Services

The selected vendor must:

2.1 WiFi Hotspots:

(a) Allow CCLS to continue to use up to 77 existing 4G hotspots or,

(b) Supply up to 100 new WiFi Hotspots at no cost that:

- Are compatible with the existing 4G LTE hotspots currently used by CCLS.

- Are compatible with 4G LTE and 5G technology.
- Support configuration for multiple devices and include capabilities for scripting, automation, or other enterprise management solutions.
- Feature removable, replaceable, and interchangeable batteries among devices.
- Are rechargeable with USB-C or micro-USB and do not require a proprietary charging device.

(c) Provide pricing for additional portable WiFi hotspots for future purchases.

2.2 Data Plans:

- Offer unlimited data plans with no monthly limits or overage charges.
- Ensure comprehensive coverage throughout Cumberland County, Pennsylvania and across the entire United States without incurring additional or roaming fees.
- Provide Vendor's map of service availability within the Cumberland County Library System's boundaries and identification of any dead zones or areas with limited service availability.
- Provide data plans that support high-speed internet access with sufficient bandwidth for educational activities.
- Include scalable data plan options to adjust seamlessly with changes in the number of users or demand incurring no additional costs.
- Pricing for data plans must be provided.
- Pricing for data plans must reflect tax exemption.

2.3 Support and Maintenance:

- Provide monthly paperless, discounted billing invoices. Invoices should be per device and include identifiable device information.
- Provide monthly usage and monitoring reports. Usage and monitoring reports should be per device and include identifiable device information.
- Provide a web-based dashboard where library staff can easily see usage and be able to disconnect and reconnect service.
- Provide technical support for troubleshooting and resolving issues with the hotspots.
- Provide free or low cost replacement of broken, lost, or stolen devices.
- Offer a clear process for device replacement or repair.
- Ensure timely and efficient customer service.
- Vendors must agree to comply with FCC rules regarding non-usage notification and disconnection including notifying the CCLS when a hotspot device or service plan has non-usage for 60 days and deactivating the hotspot after 90 days of non-usage and not charging library for deactivation or early termination.

2.4 Compliance with CIPA:

- Implement configurable cloud-based web content filtering that cannot be disabled or bypassed by the end user.
- Ensure content filtering to effectively block access to harmful or inappropriate content as required by CIPA.
- Provide regular reports or logs demonstrating compliance with CIPA guidelines.
- Provide description of CIPA filtering offered and whether the filter can be disconnected temporarily.
- Ensure that all user data is handled in accordance with privacy laws and regulations.

3. Proposal Requirements

Proposals should include the following:

3.1 Vendor Information:

- Company background, including experience in providing WiFi solutions for off-premises educational purposes.
- Details of relevant previous projects or case studies.
- Experience with CCLS.
- Experience with Erate. Vendor must provide their Service Provider Identification Number (SPIN).

3.2 Technical Proposal:

- Description of the WiFi hotspot devices offered, including technical specifications and features.
- Details of data plans and coverage options.
- Information on content filtering solutions and CIPA compliance measures.

3.3 Financial Proposal:

- Pricing structure for devices, data plans, and any additional services.
- Breakdown of costs for initial setup, ongoing maintenance, and support.
- Terms and conditions for monthly payment.

3.4 Implementation Plan:

- Proposed timeline for delivery, setup, and deployment for July 1, 2025.
- Strategy for training staff or end-users, if applicable.
- Plan for ongoing support and maintenance.

3.5 Contract Requirements:

Must include a clause releasing the CCLS from the contract if E-rate support for Wi-Fi hotspots is discontinued for any reason.

3.5 References:

- Contact information for at least three references from similar projects or clients.

4. Evaluation Criteria

Proposals will be evaluated based on:

- **Cost:** Price of eligible services will be the most heavily weighted criteria, including initial and ongoing costs. Initial costs to be evaluated may include the cost of cataloging new/replacement devices and/or the cost to recall existing equipment.
- **Technical Specifications:** Suitability of devices and data plans for educational use.
- **Compliance with CIPA:** Adherence to content filtering and data privacy requirements.
- **Vendor Experience:** Proven track record in providing similar solutions.
- **Support and Maintenance:** Quality and reliability of billing and support services.
- **Completed attached Bid Submission Form, including answers to Yes/No questions:** Quantities should be based on the information contained in the RFP.

SPAM and/or robotic responses will not be considered valid bid responses and will be disqualified from consideration.

Mandatory Bid Requirements for Vendors:

Bidders are required to provide all of the following information and documentation to meet the mandatory minimum bid requirements. Failure to comply with these requirements may result in disqualification of the bid. The Applicant reserves the right to waive minor bidding defects.

1. Vendor's map of service availability within the Cumberland County Library System's boundaries and identification of any dead zones or areas with limited service availability.
2. Completed attached Bid Submission Form, including answers to Yes/No questions. Quantities should be based on the information contained in the RFP.
3. Spam or robotic bids will not be considered.
4. Vendors must agree to comply with FCC rules regarding non-usage notification and disconnection including notifying the Cumberland County Library System when a hotspot device or service plan has non-usage for 60 days and deactivating the hotspot after 90 days of non-usage and not charging the Cumberland County Library System for deactivation or early termination.
5. Vendors must have a dashboard where the Cumberland County Library System staff can easily see usage and be able to disconnect and reconnect service.
6. Vendors must agree to provide discounted bills upon request.

7. Vendors must provide a description of CIPA filtering offered and whether the filter can be disconnected temporarily.
8. Vendors must allow for cancellation of contract if the FCC ends support for E-Rate for Off-Campus Hotspots at any time.

5. Submission Instructions

- Proposals must be submitted electronically to Barbara Leach, Information Technology Coordinator, at bleach@cumberlandcountylibraries.org no later than 4:30 p.m. Eastern time on March 24, 2025. The CCLS Procurement website address is https://www.cumberlandcountylibraries.org/SYHQ_Bids_and_RFPs
- Late proposals will not be considered.
- CCLS will not answer questions. CCLS is seeking proposals on a service and vendors need to submit what they provide. CCLS is committed to an open and competitive process and will be selecting the most cost-effective vendor that meets the needs of CCLS.
- Contact by respondents with any other CCLS employee regarding this proposal until the contract is awarded by CCLS will be considered by CCLS as an attempt to obtain an unfair advantage and result in a non-consideration of its response.
- Immediate disqualification shall include any proposals received after the due date and time, incorrect/incomplete submission, irrelevant pricing, and incorrect scope of work.

6. Right to Reject

- CCLS reserves the right to accept or reject all proposals or sections thereof when the rejection is in the best interest of CCLS. CCLS reserves the right to award without further discussion. Responses should be submitted with the most favorable terms that the Vendor proposes. CCLS reserves the right to reject the proposal of the Vendor who has previously failed to perform properly or completed on time contracts of a similar nature; and to reject the proposal of any Vendor who in the opinion of CCLS is not in a position to adequately perform the contract.
- CCLS reserves the right to reject any or all proposals; any part or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or all of the contract in a manner that is in the best interest of CCLS. Contracts will be awarded to the vendor submitting the proposal determined to be in the best interests of the CCLS.
- In event E-Rate funding is not approved by the USAC Schools and Libraries Division any/all contracts or agreements may be made null and void at the discretion of CCLS. No subsequent contract language shall override these terms. Submission of a response to this RFP indicates acceptance of these terms.

7. Additional Information

- To comply with regulations for securing E-rate funding, CCLS will be posting a Form 470 for

these services simultaneously with the release of this proposal on the Universal Services Administrative Company (USAC) website
<https://data.usac.org/publicreports/Forms/Form470Rfp/Index/>.

WI-FI HOTSPOT BID SUBMISSION FORM

Applicant (School/Library) Name: _____

Vendor Name: _____

Vendor SPIN: _____

Vendor Contact Name: _____

Vendor Contact E-mail: _____

Vendor Contact Phone: _____

Wi-Fi Mobile Internet Service:

- # of Wi-Fi Mobile Internet Plans (from RFP):
- Cellular Carrier Name:
- Wi-Fi Plan Name:
- Wi-Fi Plan Speed:
- Monthly Price/Plan:
- Monthly Taxes/Surcharges/Plan:
- Activation Fee:
- Minimum Service Term, if any:

Wi-Fi Hotspot Equipment:

- # of Hotspots (from RFP):
- Hotspot Manufacturer:
- Model of Hotspot:
- Price of Hotspot:
- Unit Cost Taxes/Surcharges:

Mandatory Vendor Questions:

1. Has Vendor included a map of service availability? (Yes/No) _____
2. Does Vendor have a dashboard for the Cumberland County Library System to turn service on/off? (Yes/No) _____
3. Is Vendor willing to provide discounted billing? (Yes/No) _____
4. Is Vendor willing to provide E-rate mandated usage reports at least once per month? _____
5. Will Vendor notify the Cumberland County Library System when the service plan has 60 consecutive days without usage? _____
6. Will the Vendor deactivate the hotspot/service plan after 90 days without usage and not charge the Cumberland County Library System a deactivation fee? _____
 7. Will Vendor maintain E-rate documentation for 10 years after the last date for service in funding year? _____