



King County Library System
960 Newport Way NW
Issaquah, WA 98027

April 28, 2016

REQUEST FOR PROPOSALS #16-03#

FOR

Erate Program Management

Proposals Due:

June 2, 2016 5:00 P.M. PST

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SECTION ONE – PURPOSE AND BACKGROUND

The King County Rural Library District, (dba King County Library System), is seeking proposals from qualified vendors for the purpose of obtaining information and firm bids for E-Rate Program Management.

The King County Library System (KCLS) is one of the largest circulating libraries in the United States. Located in the Puget Sound area, KCLS serves over one million residents at its 45 community libraries, 1 institutional library, and multiple vehicles with mobile networking to provide outreach services. KCLS provides access to a broad array of information resources ranging from electronic databases to books to music and video. KCLS is also the community resource for a wide variety of programs and activities for people of all ages. Established in 1943, KCLS is a special purpose government that is governed by a five-member Board of Trustees and operates under the constitution and laws of the State of Washington. To support these libraries and services, KCLS partners with King County Information Technology in the operation of a wide-area fiber network called INET. KCLS also supports a wide variety of telecommunications and other E-Rate eligible services. KCLS has participated in the E-Rate program since its inception.

KCLS seeks an ongoing consulting/working relationship with a vendor who will both manage and perform all regular KCLS E-Rate program tasks, with the objective of maximizing E-Rate reimbursements to KCLS.

KCLS also seeks a consultant who will manage Technology related grant application projects (specifically targeting Federal Broadband Stimulus funding).

In addition to the wide-area network mentioned in the previous section, KCLS also supports a wide variety of public computing services offering access to public workstations within KCLS libraries and providing free wireless Internet access to patrons in libraries and occasionally extending to the local vicinity. KCLS is also engaged in a variety of outreach programs to provide computer related training to the public.

We understand that all of the services listed above may be eligible for federal funding support through the broadband stimulus program.

KCLS seeks a vendor/consulting partner who will research and write a KCLS grant application. This application would be for federal broadband stimulus funds which may be made available to support qualified aspects of KCLS technology services.

Time is of the essence, as round 1 of funding opportunities has passed, and KCLS seeks to participate in rounds 2 and 3 which we understand will be announced soon and which will offer only a minimum amount of time to assemble a qualified application.

Qualified vendors who respond to this request must be prepared to engage in this process with short notice and with a short timeline.

SECTION TWO – SCOPE OF SERVICES

KCLS E-Rate program participation has historically included the following tasks:

E-RATE Program Management:

- Writing and updating the E-Rate required technology plan (with input from KCLS)
- Refining and implementing processes to assure E-Rate deadlines.
- Maximum funding through contracting process and compliance with E-Rate program requirements.

- Documentation to provide information about critical E-Rate tasks.
- Telephone interviews to review program and district requirements.
- Advise KCLS regarding issues and tasks to be completed for eligibility.
- Maintain effective and accessible online documentation and records for the KCLS E-Rate program.
- Provide a list of client-owned data required for submission.
- Review of current contracts to ensure that they follow E-rate guidelines for compliance, fair competition and deadlines.
- Complete the required FCC forms.
- Provide completed FCC forms to the Clients for approval and signature.
- Communicate with KCLS staff regarding Client responsibilities.
- Manage E-Rate related inquiries from vendors, and respond to these inquiries on behalf of KCLS.
- Develop a regular and predictable calendar of milestones and meetings with appropriate KCLS staff to address the various repeating phases of the E-Rate fiscal year.

E-RATE Program Support Services:

Work to be done consists of E-Rate communications protocols and processes, vendor interface processes, documentation and billing system processes.

Technology Plan:

- Update the existing KCLS E-Rate technology plan according to program requirements.
- Compile reports for E-Rate year.
- Review current plan for requirements; amend or add to goals.
- Compile report information.
- Resolve reporting issues or amend plan from reporting requirements.
- Compile Tech Plan Amendment and submit to E-Rate for approval.

E-RATE Program Resources:

- Determine and document responsibilities of KCLS staff and supplies to meet E-Rate program requirements.
- Resolve issues with specific vendors to meet the Federal E-Rate supplier guidelines. This includes requirements are included in new contracts with E-Rate vendors.
- Establish and document a task management plan for KCLS staff to support meeting deadlines.

Billing System Processes:

Complete documentation of BEAR billing system processes.

- Create a critical path calendar for each active E-Rate year.
- Complete Master Workbook and Document Copy Workbook for each active E-Rate year.
- Create E-Rate Project Plan as a reference document specific to KCLS and the practices and processes.
- Determine timelines for each task resource to connect to the E-Rate Calendar.
- Provide E-Rate Program resources (staff, vendors, etc.) with the calendar and any other information to complete tasks.
- Download telecommunication invoices to KCLS folders/maintain passwords in conjunction with KCLS Administrators.

Dynamic Reporting Models:

Create templates for Reporting documents, including but not limited to the following:

- Create template for KCLS Technology Plan reports.
- Create master template for Critical Path Plan.
- Create Information Request templates to support timely information gathering.
- Create Report templates.
- Maintain electronic record retention of E-Rate binders and applicable documents.

SECTION THREE – PROPOSAL REQUIREMENTS

Firms interested in providing the services described above are requested to submit the following information. Responses to each item should appear in the same order as in this RFP and should designate by heading and paragraph the item to which the response applies. Please limit the length of your proposal, including appendices, to 30 pages, and please limit your proposal to one bound volume. Do not include any material outside of this volume.

Part One – Executive Summary

Each proposal should be accompanied by an executive summary not exceeding two pages which summarizes key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm's resources. Please provide contact information for the person to whom KCLS should direct proposal correspondence including full name, phone number, email address and physical mailing address.

Part Two – Proposal Details

E-Rate Program Management- Questions and Required Responses:

1. Describe your experience performing E-Rate consultation and reimbursement work.
2. List recent customers and contact information for whom you've performed E-Rate service.
3. Describe your typical process for managing and performing an engagement for a customer comparable to KCLS.
4. Of the tasks listed in the section above, which would be performed by you and which would be performed by KCLS. (KCLS seeks a full-service solution and will prefer vendors who both manage and perform our E-Rate work comprehensively)
5. Do you have field service staff who will work on-site at KCLS as necessary to perform all levels of E-Rate related research and service?
6. Specifically define any role that KCLS would have in the process.
7. Provide an estimate of time required to fully meet the requirements of this service request on an annual basis.
8. Provide a comprehensive annual cost estimate for this service and an invoicing methodology including specific milestones that associate billing with work performed.

Technology related grant application project management - Questions and Required Responses:

1. Describe your experience and qualifications related to grant applications and government funding opportunities of this nature.
2. List recent customers and contact information for whom you've provided similar services.
3. Describe your process and approach for a successful grant application for KCLS.
4. Describe your specific role and the specific role of KCLS in the grant application process. (KCLS seeks a full-service solution and will prefer vendors who can most comprehensively manage, write, and compile a grant application on behalf of KCLS)
5. Given your current knowledge of the Federal Broadband Stimulus program opportunities that applied to round 1 of the funding process, describe strategies, scenarios, and services that KCLS might target with an application for funding in rounds 2 and 3.

6. Provide an estimate of time required to fully meet the requirements of this service request based upon the criteria and requirements that governed round 1 of the funding process.
7. Provide a comprehensive cost estimate and possible timeline for this service as well as an invoicing methodology including specific milestones that associate billing with work performed.

Part Three – Cost of Services

Charges associated with delivery and installation should be listed as separate line items in the proposal. The vendor shall be responsible for applying accurate taxes and fees in effect on the date of proposal submission. Each tax and fee to be paid by KCLS should be listed as a separate line item. The vendor shall be responsible for the payment of business registration fees, permits, licenses, business and occupation taxes and all other taxes except Washington state sales tax payable to the vendor by KCLS.

Part Four – Company Qualifications

List at least three entities for which similar work is or has been conducted and give the name, title and telephone number of persons who may be contacted for reference concerning the services you provided. Give dates and lengths of service.

Part Five – Staff Qualifications

List names, backgrounds, and resumes of key personnel who will be involved in this service.

SECTION FOUR – SUBMISSION REQUIREMENTS

One executed original proposal, clearly marked on the cover, plus three (3) hard copies of the proposal shall be submitted along with a soft copy electronically submitted to purchasing@kcls.org. The proposal shall be clearly marked on the outside of the transmittal package with the following information:

Organization’s Name
Erate Program Management Proposal

The proposal must be received no later than **5:00 P.M. PST on June 2, 2016**, at:

King County Library System
Attn: Purchasing
960 Newport Way NW
Issaquah, WA 98027

Proposals received by KCLS after 5pm (Pacific Time), June 2, 2016, will not be considered. Late proposals will be destroyed. Proposals received before the due date will be held in a secured area until the time of opening.

Proposals must be signed by a corporate official, owner or a person who has been authorized to make such a commitment.

KCLS does not conduct a public opening of proposals, nor are evaluation “progress reports” available. Notification of award will be sent to all bidders.

The Proposal should clearly state the total length of time during which the services, and any related prices presented in the proposal are valid and reliable. It is required that this time period be no less than one hundred twenty (120) days from the date the proposals are due.

Organizations shall respond to each and every requirement contained in the "Proposal Requirements" section of this RFP. Responses must be in the same order in which the points appear in the RFP. The proposal must be clear, unambiguous, and capable of being understood without reference to other documentation. Failure to address a particular requirement shall be presumed to mean that the function or requirement is unavailable.

Vendors are advised that the submission of multiple proposals, or alternative approaches to specific sections of the requirements will be considered non-compliant and those proposals will be disqualified. We are relying on the vendor as the expert to identify in its proposal the approach which is believed to be the most effective to produce the required systems and services.

No substitutions will be accepted on any of the components unless the vendor can provide proof that the substituted equipment meets or exceeds the specifications, reliability, warranty and pricing of the equipment specified by the King County Library System.

Failure to comply with the requirements of this RFP may result in disqualification.

The organization must clearly state that the proposal submitted presents a true offer of services and/or materials. It must be clearly stated that the proposal is not a result of any direct or indirect coordination or collusion with other firms submitting a proposal in response to this RFP.

An organization may withdraw or modify its proposal in writing by delivery service, certified U.S. Mail, or by hand delivery at any time prior to the RFP deadline for submission.

SECTION FIVE – REQUESTS FOR CLARIFICATION

Questions and requests for clarification concerning this RFP shall be submitted **IN WRITING** no later than **5:00 P.M. PST May 12, 2016**, to:

King County Library System
Attn: Purchasing
960 Newport Way NW
Issaquah, WA 98027

The words "Erate Program Management Proposal Inquiry" shall appear on the envelope. Inquiries shall state the page and the applicable RFP section or paragraph to which the question(s) pertain. Faxed requests for clarification will not be accepted. Confirming receipt of questions is the responsibility of the submitting organization.

The organization shall be responsible for requesting clarification concerning the RFP to allow the organization to respond specifically, thoroughly, and clearly to every specification, requirement, or question presented in the RFP. KCLS shall in no way be responsible for any errors or ambiguities in the RFP. A failure of KCLS to respond to any request for clarification shall not be considered by any organization that KCLS agrees or disagrees with any statement, which may be contained in the request for clarification.

All clarifications to the RFP will be posted online at <http://www.kcls.org/rfp> by the date indicated in section seven. The source of an inquiry occasioning a clarification shall not be given.

Any information provided after distribution of the RFP is for clarification only and not binding on KCLS.

SECTION SIX – EVALUATION

KCLS intends to select the proposal that is most advantageous to itself. The responses to this RFP will be evaluated by a Selection Committee to be established for such purpose. The evaluation will include a review of all proposals based on the following criteria:

1. Ability to deliver the full scope of services requested in this RFP
2. Completeness of the response relative to the scope of this RFP
3. Relevant past experience with customers comparable to KCLS
4. Quality and satisfaction of experiences of customers comparable to KCLS
5. Lowest cost for value received

KCLS reserves the right to reject any and all proposals for any reason.

KCLS reserves the right to accept other than the lowest priced proposal and to negotiate with any organization when the best interests of the Library are served by so doing.

KCLS may invite one or more representatives from any organization to meet or talk with KCLS representatives for the purpose of clarification of the vendor's proposal.

KCLS may at its sole discretion waive any irregularity or informality in a proposal submitted by any organization.

SECTION SEVEN – SCHEDULE

KCLS has set the following tentative schedule for the selection process:

04/28/16	RFP Issued
05/12/16	Deadline for receipt of written requests for clarification
05/19/16	Responses to written requests for clarification
06/02/16 5:00 P.M.	Deadline for receipt of proposals
06/03/16	Opening of proposals
06/03/16	Evaluation of proposals begins

SECTION EIGHT – SPECIAL CONDITIONS

Organization Responsibility

1. Any organization submitting a response agrees to all the rules and conditions required in this RFP. All materials submitted in response to the RFP shall become the property of KCLS. The organization's proposal and the RFP shall become part of any contract that is negotiated with the successful organization unless modified in writing by the contract.

2. The successful organization shall be required to assume responsibility for delivery of goods and/or services as defined in the contract.
3. The organization shall be required to demonstrate that there is in effect all licenses, permits and authorizations to provide all products and services it proposes.
4. It is the organization's responsibility to ensure that the RFP is not defective and does not inadvertently restrict competition. Protests to the RFP must be in writing and be made prior to the due date to permit time for revisions to be issued.
5. The cost for developing proposals in response to this RFP is entirely the obligation of the organization and shall not be charged to KCLS in any manner.

Alternate Organization Selection. If KCLS fails to negotiate a contract with the organization of first choice, KCLS shall reserve the right to enter into new contract negotiations with an alternate organization(s).

Payment Schedule. KCLS payments, subject to negotiations, shall be made to the organization not more than forty-five (45) days after KCLS receives the organization's invoice for goods/services received as specified in the contract between KCLS and the organization selected.

Wages. The organization shall be required to pay any wages or salary required by the laws or regulations of any government entity having jurisdiction.

News Release. Mention of KCLS, staff, or programs in advertising, customer lists, photographs, or articles in the professional literature pertaining to an award resulting from proposals made in response to this RFP shall not be made by any organization without prior written approval from the KCLS administration.

Written Contract. KCLS and the selected organization shall negotiate a contract and nothing shall be binding on either party until the contract is in writing and signed by both parties, except organization is obligated to keep its proposal in effect for period specified in this RFP.

SECTION NINE – PROTESTS TO AWARD

Protests concerning the award of this RFP shall be submitted in writing to:

King County Library System
Attn: Director of Finance
960 Newport Way NW
Issaquah, WA 98027

Protest to Award of Erate Program Management

Organizations should clearly state the grounds for their protest and the requested action. Faxed protest letters will be accepted if received by the deadline below. Confirming receipt of fax is the responsibility of the protesting organization.

Deadline. Letters of protest must be received by KCLS no more than one week after RFP award has been announced.

Response to Protest. Written response to protest letters will be composed jointly by the Selection Committee and the Director of Finance. Responses will be available within approximately two weeks of receipt of protest. Written responses are mailed via certified mail to the protesting organization.