



Municipality of Anchorage

Dave Bronson, Mayor
Purchasing Department

January 12, 2023

REQUEST FOR PROPOSAL

RFP 2023P005

Provide Internet WAN Firewall Services to the Anchorage Public Library

The Municipality of Anchorage is an equal opportunity employer.

Enclosed is pertinent information for use in preparing your proposal.

Pre-Proposal Conference: **N/A**

Site Visit: **N/A**

Questions Due: **12:00 P.M. Local Time, January 25, 2023**

Proposals Due: **5:00 P.M. Local Time, February 10, 2023**

ONE SIGNED ORIGINAL, single sided, unbound, plus five (5) complete copies of your proposal must be submitted. In addition to the copies, a flash-drive containing a PDF copy of the complete proposal, including attachments must also be provided.

If applicable, the call-in phone number for Pre-Bid Conferences is 907-343-6089. Conference lines are opened 5 minutes prior to the Pre-Bid Conference times. To attend meetings in person; you may do so at 632 W. 6th Avenue, Suite 520, Anchorage, AK 99501. FOR AUXILIARY AIDS, SERVICES, OR SPECIAL MODIFICATIONS TO PARTICIPATE PLEASE CONTACT THE PURCHASING DEPARTMENT TO REQUEST REASONABLE ACCOMMODATIONS AT 907-343-4590; OR wwpur@muni.org

For further information contact Purchasing at (907) 343-4590 or email wwpur@muni.org. All correspondence should include the **RFP** number and title.

The Municipality of Anchorage reserves the right to reject any and all proposals and to waive any informalities in procedures.

Sincerely,

A handwritten signature in cursive script that reads "Chris Hunter".

Chris Hunter
Deputy Purchasing Director

Provide Internet WAN Firewall Services to the Anchorage Public Library RFP 2023P005

- Section 1 - General Information
- Section 2 - Rules Governing Competition
- Section 3 - Scope of Work
- Section 4 - Proposal and Submission Requirements
- Section 5 - Evaluation Criteria and Process
- Section 6 - Selection Process
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1.0 GENERAL INFORMATION

1.1 Purpose

The Anchorage Public Library (APL) seeks internet and connectivity service with a Service Level agreement (SLA) and synchronous upload and download speeds at its Loussac headquarters and all branches in the library system. The internet service must also include a cloud-based, hosted, and managed firewall service. These services have been and will continue to be funded by the federal E-rate program and the vendors, processes, and services must be compliant with these program rules.

1.2 Background

The mission of the Anchorage Public Library is to connect people to education, information, and community. The Library's vision is for Anchorage to be an educated and connected community where our Library is an essential center for learning, inspiration, and community pride for people of all ages, backgrounds, and cultures. In order to accomplish its mission, the Library is dependent upon technology to access information both worldwide and within the Library system.

1.3 Questions

Any questions regarding this Request for Proposal are to be submitted in writing to:

Municipality of Anchorage
Purchasing Department

wwpur@muni.org

For ease of identification please identify the RFP number in the subject line of any correspondence.

Purchasing Office hours of operation are: 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding Municipal holidays. All questions must be received prior to the deadline indicated on the RFP cover letter.

1.4 Preparation Costs

The Municipality will not be responsible for proposal preparation costs, nor for costs including attorney fees associated with any (administrative, judicial or otherwise) challenge to the determination of the highest ranked Proposer and/or award of contract and/or rejection of proposal. By submitting a proposal each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

2.0 RULES GOVERNING COMPETITION

2.1 Examination of Proposals

Proposers should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

2.2 Proposal Acceptance Period

Award of this proposal is anticipated to be announced within 60 calendar days, although all offers must be complete and irrevocable for 90 calendar days following the submission date.

2.3 Confidentiality

The content of all proposals will be kept confidential until the selection of the Contractor is publicly announced. At that time the selected proposal is open for review. After the award of the Contract, all proposals will then become public information

2.4 Proposal Format

Proposals are to be prepared in such a way as to provide a straight forward, concise delineation of the Proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on

- 1) conformance to the RFP instructions;
- 2) responsiveness to the RFP requirements;
- 3) completeness and clarity of content.

2.5 Signature Requirements

All proposals must be signed by: an officer or other agent of a corporate vendor if authorized to sign contracts on its behalf; a member of a partnership; the owner of a privately-owned vendor; or other agent if properly authorized by a power of attorney or equivalent document. Signature on the "Letter of Transmittal" (See Para 4.3.) will meet this requirement.

Failure to sign the Proposal is grounds for rejection. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

2.6 Proposal Submission Requirements

2.6.1 **ONE ORIGINAL, single sided unbound, plus five (5) complete copies** of the proposal must be received by the Municipality prior to the date and time specified in the cover letter. Copies may be bound or enclosed in folders/binders.

2.6.2 IN ADDITION to the copies required by paragraph 2.6.1 above, provide a flash drive containing a PDF copy of the complete proposal, including attachments.

2.6.3 All copies of the proposals shall be submitted in a single sealed cover which shall be plainly marked as a Request for Proposal Response with the Number and Title prominently displayed on the outside of the package.

2.6.4 Proposals and flash drive must be delivered or mailed to:

Physical Address
Municipality of Anchorage
Purchasing Department
632 W. Sixth Avenue, Suite 520
Anchorage, AK 99501

2.7 News Releases

News releases by or on the behalf of any Proposer pertaining to the award resulting from the RFP shall not be made without prior written approval of the Municipal Purchasing Director.

2.8 Disposition of Proposals

All materials submitted in response to this RFP will become the property of the Municipality of Anchorage. One copy of the submitted material shall be retained for the official files of the Purchasing Department and will become public record after award of the Contract.

2.9 Oral Change/Interpretation

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the Municipality.

2.10 Modification/Withdrawal of Proposals

A Proposer may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The Proposer may thereafter submit a new proposal prior to the final submission date; or submit written modification or addition to a proposal prior to the final submission date. Modifications offered in any other manner, oral or written will not be considered. A final proposal cannot be changed or withdrawn after the submission date, except for modifications requested by the Municipality after the date of receipt and following oral presentations.

2.11 Late Submissions

PROPOSALS NOT RECEIVED BY THE DATE AND TIME AND AT THE LOCATION SPECIFIED IN THE RFP COVER LETTER WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED.

2.12 Rejection of Proposals

The Municipality of Anchorage reserves the right to reject any or all proposals if determined to be in the best interest of the Municipality.

2.13 Equal Employment Opportunity Contract Compliance

2.13.1 Every municipal contract shall include language substantially the same as the following: "The contractor will not discriminate against any employee or

applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability. The contractor will comply with all laws concerning the prohibition of discrimination including, but not limited to, Title 5 and Title 7 of the Anchorage Municipal Code.”

2.13.2 Every municipal contract shall state, in all solicitations or advertisements for employees to work under the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability.

2.14 Confidential/Proprietary Information

The content of proposals will be kept confidential until the selection of the Contractor is announced. At that time, the selected proposal is open for review to the competing proposers only (except for information properly identified as being proprietary). After the award of the contract, all submitted proposals shall become public information except for properly identified proprietary information. If a proposer wishes individual pages, which contain actual business, proprietary information to be held confidential, each page must be marked and an explanation furnished of its proprietary nature. In addition to marking individual pages, the Proposal’s Cover must also be annotated with the words "THIS PROPOSAL CONTAINS PROPRIETARY INFORMATION". "Confidential and Proprietary" information is not meant to include any information which, at the time of disclosure, is generally known by the public and/or competitors. MOA’s ability to treat information submitted as confidential is limited by Anchorage Municipal Code. Proposers concerned with the confidentiality of information submitted should familiarize themselves with the following Anchorage Municipal Code provisions:

- AMC 3.90 Access to Public Records
- AMC 3.90.010 Policy
- AMC 3.90.020 Definitions
- AMC 3.90.030 Information Available to the Public
- AMC 3.90.040 Exemptions for Particular Records

3.0 SCOPE OF WORK

The Anchorage Public Library (APL) seeks internet and connectivity service with an SLA and synchronous upload and download speeds at its Loussac headquarters and all branches in the library system. Under the current contract that expires June 30, 2023, each library branch building has a direct fiber internet connection with the service provider and these internet circuits provide WAN connections between the branches and the Loussac headquarters building. APL prefers to maintain this architecture.

In conjunction with E-rate Category 1 (C1) internet/WAN service, APL seeks an E-rate Category 2 (C2) cloud-based, hosted, and managed firewall service for library system's internet/WAN connections at all the branches. Ideally, the Library seeks a managed service rather than purchasing, owning and managing any hardware on its premises. To ensure compatibility of services, bids for C2 firewall service should accompany bids for C1 internet/WAN service. Proposed firewall service should have at a minimum the same capabilities as the Security Essentials Palo Alto Network Next Generation Firewall with PAN-DB URL filtering, or equivalent. Ineligible costs associated with the firewall service should be itemized in the bid.

Depending on the speeds available and required at the different branch locations, the potential speed range for Internet and/or WAN over the life of this contract could be 50 Mb to 10 Gb depending on the branch locations and demand for service. Please see the uploaded APL Internet WAN Bid Spreadsheet for details on current circuits and requested speed quotes. Bids are requested to include costs for all speeds listed on the attached bid spreadsheet.

Disqualifying factors for this bidding process include: Generic/auto-generated bids that are not specifically created in response to this RFP will be disqualified. Vendors must have an E-rate Service Provider Identification Number (SPIN).

4.0 PROPOSAL AND SUBMISSION REQUIREMENTS

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposals shall not exceed ten (10) pages in length (excluding letter of transmittal, resumes, title page(s), index/table of contents, required attachments, or dividers). One page shall be interpreted as one side of a single-spaced, letter size sheet (8-1/2" X 11"). Excess pages will be removed prior to evaluation, which could result in incomplete responses and lower scores.

4.1 Title Page

Include the RFP number and subject, the name of your firm, address, telephone number(s), name of contact person, contact information (phone number, email address), and date.

4.2 Table of Contents

List the proposal's sections with page numbers. Include the RFP Evaluation Criteria.

4.3 Letter of Transmittal (Limited to two (2) pages).

4.3.1 Briefly state your firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.

4.3.2 List your company's contact for this RFP along with their phone number and email address on the proposal cover page.

4.3.3 Provide the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, email, and telephone numbers.

4.3.4 The letter of transmittal must be signed by a corporate officer or other individual who has the authority to bind the firm.

4.4 Evaluation Criteria

4.4.1 Proposers must provide the below with the proposal (Go/No Go criteria), as shown in Section 5.1

- Letter of Transmittal as proof that this bid was specifically created in response to this RFP and not a generic/auto-generated bid.
- E-rate Service Provider Identification Number (SPIN) as proof of participation in E-rate funding program and confirmation that vendor Proposer will facilitate either the E-rate SPI credits or BEAR reimbursements, at the Library's sole discretion.
- A Service Level Agreement (SLA) that describes the services provided and how these services will be measured. At a minimum, an SLA should describe that the vendor will make all reasonable efforts to ensure 99.99% network availability of each circuit, and it should provide frame/packet loss, network latency, and network jitter commitments. Additionally, the SLA should describe 24x7x365 trouble-reporting procedures, offer commitments with regard to the time to repair outages, and describe provisions offered in the event of chronic trouble. The services described in the SLA shall be maintained to the specifications of these commitments throughout the term of the contract, and the selected vendor shall remediate any deficiencies at no cost to the Library. Additional features, such as DDoS protection, should also be described.

4.4.2 Proposers must address the following Evaluation Criteria (weighted/scored)

Prior Experience

- Please describe your company's experience in providing this type of internet service to a school or library. Please describe the project manager's technical experience.
- How many years has your company participated in the E-rate program? Please describe your administrative team's experience in managing the E-rate processing of the bills and reimbursements.

Administrative Efficiency of Managing Services

- Can you serve all the library’s branches?
- Can you provide a managed firewall service?

Completeness, Quality, and Reliability

- Please ensure that all requested items are included in your proposal.
- Please provide your proposed Service Level Agreement (SLA)
- Please provide the model number for the firewall equipment you will use for the managed firewall service

Contractor Location

- Are you a local company? Additional points will be awarded to local Proposers
- Do you have immediate access to the infrastructure

Cost

- Please fill out Attachment 3 - Bid Spreadsheet to be submitted with your proposal. The Instructions are found in Attachment 4.
- The most advantageous price per Mb/Gb column will be used to be added to the total eligible cost of the managed services for firewall for the scoring the cost portion of each proposal.

5.0 EVALUATION CRITERIA AND PROCESS

5.1 Evaluation Criteria Weighting

The criteria to consider during evaluations, and the associated point values, are as follows:

1. Prior Experience	25 points
2. Administrative Efficiency of Managing Services	20 points
3. Completeness, Quality and Reliability	15 points
4. Contractor Location	5 points
5. Cost	<u>35 points</u>
Total Points Available	100 points

5.2 Qualitative Evaluation Criterion

Firms will be ranked using the following qualitative rating factors for each RFP criterion:

- 1.0 Outstanding
- .8 Excellent
- .6 Good
- .4 Fair
- .2 Poor
- 0- Unsatisfactory

The rating factor for each criteria category will be multiplied against the points available to determine the total points for that category.

EXAMPLE: If an evaluator decides that the response provided for a criterion that has a maximum of 30 points was “Good,” they will assign a “qualitative rating factor” of 0.6 to that criterion. The qualitative rating factor is then multiplied by the maximum points available (30) for a resultant 18 points.

5.3 Quantitative Evaluation Criterion

The award of the “cost” points will be determined by the calculation shown below. The lowest cost proposal will receive the maximum number of points awarded for the “cost” criteria:

$$\frac{\text{Lowest cost proposal} \times \text{Maximum \# points for category}}{\text{Cost of proposal being scored}}$$

EXAMPLE

Method used to convert Total Cost to Points (30 Points Maximum)

[STEP 1]

List all proposal costs.

Proposer #1	-	\$40,000
Proposer #2	-	\$45,000
Proposer #3	-	\$48,000

[STEP 2]

The RFP awards a maximum of 30% (30 points) of the total of 100 points for fee schedule.

Proposer #1 receives 30 points.

Proposer #1 receives 30 points (the max) because they submitted the lowest cost proposal.

Proposer #2 receives 26.7 points.

$$\frac{\$40,000 \times 30}{\$45,000}$$

Proposer #3 receives 25.0 points.

$$\frac{\$40,000 \times 30}{\$48,000}$$

5.4 Evaluation Process

A committee of individuals representing the Municipality of Anchorage will perform an evaluation of the proposal(s). The committee will score the proposal(s) as submitted. The Municipality of Anchorage reserves the right to award a contract solely on the written proposal.

The Municipality also reserves the right to request oral interviews with the highest ranked firms (short list). The purpose of the interviews with the highest ranked firms is to allow expansion on the written responses. If interviews are conducted, a maximum of three (3) firms will be short-listed. A second score sheet will be used to score those firms interviewed. The final selection will be based on a combination of written proposals and interviews. The same categories and point ranges will be used during the second evaluation as for the first. The highest ranked Proposer after the second scoring, if performed, may be invited to enter into final negotiations with the Municipality for the purposes of contract award.

6.0 SELECTION PROCESS

The Proposer with the highest total evaluation points may be invited to enter into contract negotiations with the Municipality of Anchorage. If an agreement cannot be reached, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the Municipality reserves the right to terminate negotiations with any Proposer should it be in the Municipality's best interest. The Municipality of Anchorage reserves the right to reject any and all proposals submitted.

7.0 SAMPLE CONTRACT

All Proposers must carefully read and review ATTACHMENT 1 - Sample Contract. The final Contract with the Municipality of Anchorage will be substantially similar to it.

Proposers should submit a copy of their standard contract with terms for service. If all terms and conditions of the successful proposer's standard contract and service order are acceptable to the Library, that contract will be attached as an addendum to the Municipality of Anchorage's standard contract along with the bid spreadsheet and this RFP. If a Proposer wishes to make changes to the Sample Contract, the proposed changes must be submitted with the proposal. All desired changes must be submitted in a separate document, and must be clear, legible, and conspicuous. The Proposer must also provide the rationale for all proposed changes. No changes will be considered until after the highest scored proposal(s) has been determined.

IF NO CHANGES ARE SUBMITTED WITH THE PROPOSAL, IT IS UNDERSTOOD THAT THE TERMS AND CONDITIONS OF THE SAMPLE CONTRACT HAVE BEEN ACCEPTED.

8.0 ATTACHMENTS

Attachment 1 - Sample Contract

Attachment 2 - Sample Contract E-rate Amendments

Attachment 3 - 2023 APL Internet WAN & Firewall Services Bid Spreadsheet

Attachment 4 - Instructions for filling out 2023 APL Internet WAN & Firewall Services RFP Bid Spreadsheet