

CAPITAL AREA DISTRICT LIBRARIES

401 S. CAPITAL AVE., LANSING, MI 48933
(517) 367 – 6300

REQUEST FOR PROPOSALS: **WAN & INTERNET ACCESS**

1 INTRODUCTION

1.1 Objective

The Capital Area District Library (CADL) seeks proposals from qualified E-rate service providers for wide area network (WAN) services and broadband Internet access connecting 14+ facilities in Ingham County, Michigan. The solution must deliver reliable, scalable connectivity and responsive support under a single contract.

General Requirements

- Provider must be **in good standing under the federal E-rate Program**, supply a valid SPIN, and support CADL's Category One funding applications, including discounted billing per E-rate guidelines.
- CADL seeks a **single provider** to supply a **multi-location, carrier-managed private WAN and Internet connectivity**, including prompt break/fix incident response, and an SLA with regular compliance reports.
- CADL is seeking a **3-year term**.

Special Considerations

- CADL will **add a new facility to the WAN by July 1, 2026** and **may add additional** locations or relocate branches within the next 1–3 years. Vendor must provide **firm recurring pricing and Not-to-Exceed (NTE) caps for one-time costs related to new sites and moves**.
- CADL currently has **an active WAN and Internet contract through June 30, 2027** for existing circuits. The successful bidder must account for this overlap and provide a **transition plan** that ensures continuity of service, E-rate compliance, and minimizes cost. Pricing must remain valid during any transition period.

This bid is published in conjunction with the Universal Services Administrative Corporation E-rate Form 470 schedule.

1.2 Schedule

Monday, December 22, 2025	Release of RFP to Vendors and filing of Form 470
Wednesday, January 7, 2026	Deadline to Register Intention to Bid and Submit Questions
Friday, January 9, 2026	Deadline for CADL to respond to Questions
Monday, January 26, 2026	Proposals must be received by 5:00 PM Eastern Time
Wednesday, January 28, 2026 or Wednesday, February 25, 2026	Board Approval and Contract award.

1.3 CADL Contact & Questions

Address all questions to Sheryl Cormicle Knox, Technology Director at knoxs@cadl.org. Intention to Bid and Questions must be submitted in writing by Wednesday, January 7, 2026 at 5:00 PM Eastern Time. All questions and answers will be posted for all potential bidders to review on or before Friday, January 9, 2026 at 5:00 PM Eastern Time.

2 SPECIFICATIONS

2.1 WAN

2.1.1 Existing Locations

Downtown Lansing/Admin (Head End & Data Center)	401 S. Capitol Ave., Lansing, MI 48933	4 Gbps
Aurelius	1939 S. Aurelius Rd, Mason, MI 48854	1 Gbps
Dansville	1379 E. Mason St., Dansville, MI 48819	1 Gbps
Foster	200 N. Foster Ave., Lansing, MI 48912	1 Gbps
Haslett	1590 Franklin St., Haslett, MI 48840	1 Gbps
Holt-Delhi	2078 Aurelius Rd., Holt, MI 48842	1 Gbps
Leslie	201 Pennsylvania St., Leslie, MI 49251	1 Gbps
Mason	145 W. Ash St., Mason, MI 48854	1 Gbps
Okemos	4321 Okemos Rd., Okemos, MI 48864	1 Gbps
South Lansing	3500 S. Cedar St., Lansing, MI 48910	1 Gbps
Stockbridge	200 Wood St., Stockbridge, MI 49285	1 Gbps
Webberville	115 S. Main St., Webberville, MI 48892	1 Gbps
Williamston	3845 Vanneter Rd., Williamston, MI 48895	1 Gbps

2.1.2 New Location

Local History Center	2175 University Park Dr, Okemos, MI 48864	1 Gbps
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2.1.3 Potential Moves and Additions

A new branch	Specific address to be determined, but likely in Downtown Lansing	1 Gbps
A new branch or NIF	Specific address to be determined, but likely in city of Lansing or adjacent townships – Meridian, Lansing, Delhi, Alaiedon	1 Gbps
Move head end data center	Specific address to be determined, but would be one of the other existing or new locations.	4 Gbps

2.1.4 Specifications

- A. Each branch location requires a 1 Gbps WAN connection provided via fiber.
- B. Connectivity at the head end requires a minimum of 4Gbps aggregate, with capability to expand to up to 10Gbps physical connection.
- C. Handoff at each branch demarc must consist of 2 copper ethernet RJ45 ports in proximity to the CADL-owned, on-premise network equipment.
- D. Handoff at the head end can be via copper or fiber.
- E. The service should be delivered as an Ethernet circuit (E-Line or E-LAN) that is transparent at Layer 2 and supports VLAN tagging.
- F. Each location requires 5 VLANs or the ability to tag our own VLANs on the provided connections.
- G. The vendor will provide vendor-owned and maintained routing equipment on each library's premises as part of end-to-end service in compliance with E-rate Program guidelines.

2.2 Internet Access**2.2.1 Existing Location**

Downtown Lansing/Admin Head End & Data Center	401 S. Capitol Ave., Lansing, MI 48933	2 Gbps
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2.2.2 Potential Move

Move head end data center	Specific address to be determined, but would be one of the other existing or new locations.	2 Gbps
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2.2.3 Specifications

- A. The successful vendor for Internet access services will deliver 2 Gbps of dedicated Internet access bandwidth to the head end of the CADL WAN, with the capability to expand to 3 to 5 Gbps.
- B. Handoff can be via copper or fiber in proximity to the CADL on-premise network equipment.
- C. The vendor will provide a minimum of 13 publicly routable IP addresses for Internet-facing services.
- D. The vendor should support BGP peering and IP portability should CADL obtain its own IP block in the future.
- E. The vendor will provide vendor-owned and maintained routing equipment on the library premises as part of end-to-end service in compliance with E-rate Program guidelines.

2.3 Service Level Agreement

CADL will seek the following terms via contract and SLA agreements.

2.3.1 Service Availability

- A. Provider guarantees 99.5% uptime per calendar month per circuit, excluding scheduled maintenance or a Force Majeure event.
- B. Downtime exceeding SLA thresholds will result in service credits equal to at least 10% of the monthly recurring charge per hour of outage beyond the threshold up to 100% of MRC.

2.3.2 Latency and Packet Loss

- A. Latency between the customer premises and the provider's network edge shall not exceed 15 ms for more than 2 hours.
- B. Packet loss while traversing the provider's backbone shall not exceed 0.5% for more than 2 hours.
- C. Service impairment beyond these thresholds will result in service credits of at least 5% of the monthly recurring charge and increase per a schedule per incident up to 50% MRC.
- D. Provider shall provide a monthly compliance report using internal performance data at no additional cost.

2.3.3 Fault Response and Repair

- A. The library will initiate trouble tickets.
- B. A human technician shall respond to critical outages within 30 minutes of notification by the applicant.
- C. Per-incident repair target shall be within 4 hours for fiber circuits.
- D. The Mean Time To Repair (MTTR) shall not exceed 4 hours per quarter.

2.3.4 Maintenance Scope

- A. Provider will perform reactive maintenance necessary to restore service when the circuit fails.
- B. Provider will maintain and update vendor-owned on-premise equipment to ensure circuit operation.

2.3.5 Escalation and Support

- A. Provider shall maintain a 24/7 support line and ticketing portal for outage reporting.
- B. Library will receive incident resolution confirmation after repairs.

2.3.6 Penalties

- A. Failure to meet SLA metrics consistently or repeatedly without resolution will allow the library to terminate the contract without penalty.

3 PROPOSAL CONTENT, SUBMISSION & TERMS

3.1 Intention to Bid and Questions

All potential bidders are requested to register their intention to submit a proposal and submit any questions or requests for further information in writing by 5:00 p.m. Wednesday, January 7, 2026. All questions and responses will be made available to all registered bidders by Friday, January 9, 2026. Phone calls and in-person meetings prior to submission of a proposal will not be offered or accepted. CADL may elect to interview or question bidders on their proposals after the submission deadline as part of the evaluation process.

Please register your intention to bid and submit questions to Sheryl Cormicle Knox, CADL Technology Director, via email at knoxs@cadl.org.

3.2 Cover letter

A cover letter with the following information is required:

- Company name of the firm submitting the proposal, with address and telephone numbers of the corporate headquarters and local office, if applicable.
- A brief profile of your firm, how long it has been in business, and the range of services it offers.
- The name(s), phone number(s), and email address(es) of the person or persons who will serve as the firm's principal contact with CADL and be authorized to make representations on behalf of the bidding firm
- A statement concerning your familiarity with and experience participating in the E-rate Program. Include your SPIN.
- The company names, contact names, phone numbers, and email addresses of 3 customers for whom you have recently provided or are currently providing services like the services you are proposing for CADL.
- Signature of the person having the proper authority to make the proposal for the firm.

3.3 Proposal

- Each proposal should explicitly address all elements specified in section 2 of this RFP.
- Include the make and model numbers of all vendor-owned and maintained routing equipment. Describe your general policy for defining equipment end-of-life and replacement schedule.
- Provide a diagram of the proposed logical network design and a map of the proposed physical routes. The proposal should indicate interconnection points in the vendors network which affect our locations and describe measures that maximize the resiliency of each connection.
- Provide implementation timeline and transition plan, mindful of current service contracts through June 30, 2027.

3.4 Pricing

The Capital Area District Libraries is a local taxing authority of the State of Michigan and is exempt from Michigan Retail Sales and Use Taxes and Federal Manufacturer's Excise Tax. The price quotations will therefore exclude taxes. CADL shall furnish a tax exemption certificate, if required.

3.4.1 Locations with Known Addresses

For each connection location with a known address, clearly indicate the following:

- Proposed circuit type and bandwidth
- term
- one-time installation cost (NRC), if applicable
- monthly recurring cost (MRC)
- Other costs. Explain each cost in detail and indicate whether it is mandatory or optional. Other costs may include fees (other than taxes from which CADL is exempt) or optional services not included in the base price.

3.4.2 Moves, Adds, and Changes

For each move and add scenario envisioned in Section 2.1 above

- Confirmation that the monthly recurring cost would remain the same, and if not, estimates with explanatory factors sufficient to budget annual cost
- Not-to-Exceed (NTE) caps for non-recurring costs.
- CADL intends to file for E-rate support with realistic estimates for potential adds and moves during each funding year of the contract term. The successful vendor will need to support CADL with timely information and documentation for potential FRN changes. NRCs will be invoiced only if and when anticipated moves occur.

Provide firm pricing for the following potential upgrades during the contract period:

- MRC and NRC to upgrade the WAN head end bandwidth to 6Gbps, 8Gbps, or 10 Gbps.
- MRC and NRC to upgrade Internet bandwidth to 3Gbps, 4Gbps, or 5Gbps.

3.5 Terms

Completely describe:

- All terms of your proposed service. Include your basic contract. (The final contract will be negotiated with the chosen vendor.)
- Terms or penalties for shortening the contract term.
- Draft Service Level Agreement and terms for support response and recouping costs of service interruptions or degradations. (The final SLA will be negotiated with the chosen vendor.)

3.6 Submission of Proposal

All proposals must be submitted in writing by mail, email attachment, or personal delivery. Offers communicated by telephone or fax will neither be accepted nor considered.

Bid proposal documents shall be submitted in a sealed, opaque envelope or as digital files attached to email. It must be clearly labeled as: **RFP Response – WAN & Internet** on the envelope or in the subject line. The bidder's company name and address must be printed on the envelope or in the body of the email to which the proposal is attached. Proposals that are not submitted in one of these ways will not be considered.

The proposals must be received by CADL no later than 5:00 p.m., Eastern Time, on January 26, 2026. Proposals will be accepted at the locations listed below.

Email to:

Sheryl Cormicle Knox
knoxscadl.org
Receipt will be acknowledged
by return email

Mail to or drop off in person at:

Capital Area District Libraries
Attn: Sheryl Cormicle Knox
Administrative Offices, 3rd Floor
401 S. Capital Ave
Lansing, MI 48933

3.7 Equipment Delivery

- Equipment is to be delivered during business hours (9:00 am – 5:00 pm)
- Capital Area District Libraries
401 S. Capitol Ave.
Lansing, MI, 48933

The title and risk of loss of goods shall not pass to CADL until CADL receives and takes possession of the goods at the point or points of delivery. The terms of this agreement are “no arrival, no sale”.

3.8 Tax Exemption

The Capital Area District Libraries is a local taxing authority of the State of Michigan and is exempt from Michigan Retail Sales and Use Taxes and Federal Manufacturer’s Excise Tax. The price quotations will therefore exclude taxes. CADL shall furnish a tax exemption certificate, if required.

3.9 Special Considerations

If any cost savings can be applied against prices shown in the Proposal, to the benefit of CADL, by handling payments in a special way or within a specific time interval, the Bidder is requested to state any such advantage in their proposal. As a local government taxing authority, CADL is eligible for government pricing. As a public library, CADL is often considered by vendors to qualify for educational pricing. CADL also is qualified to participate in various cooperative purchasing programs, including the MiDeal program of the State of Michigan, and the Regional Educational Media Center (REMC) Association of Michigan’s REMC SAVE contracts, among others.

3.10 Proprietary Information

After the contract is awarded, all proposals will be open for public inspection, to the extent permitted by law. By submitting a proposal, the winning vendor acknowledges that all information required for E-rate applications will be publicly available to the extent designed and required by the federal E-rate Program, regardless of proprietary designations. If a Bidder does not desire proprietary information in the proposal to be disclosed, they are required to identify all proprietary information in the proposal and supply the reason(s) for such designation. The identification will be done by: (a) individually marking each page with the words “Proprietary Information” on which such proprietary information is found or (b) segregating all information designated as proprietary into a separate section or document. The entire document may not fall within the confines of proprietary information. CADL’s preference is for the Bidder to segregate all information designated as proprietary into one separate section/document for easier removal. If the Bidder fails to identify proprietary information, it agrees that by submission of its proposal that all sections shall be deemed non-proprietary and made available upon public request.

3.11 Withdrawal of Proposal

A Bidder's proposal may be withdrawn by a duly authorized representative of the Bidder at any time prior to the proposal submission deadline, upon presentation of acceptable identification that s/he is a representative of such Bidder.

3.12 Contract Incorporation

Bidders should be aware that the contents of the successful proposal will become a part of the subsequent contractual documents. Failure of a Bidder to accept this obligation may result in the cancellation of any award. Any damage occurring to CADL as a result of the Bidder's failure to contract may be recovered from the Bidder.

3.13 Other Contractual Considerations

3.13.1 Compliance with Laws and Regulations

The Vendor shall comply with applicable Federal, state, and local laws, rules and regulations. The Vendor shall give required notices, shall procure necessary governmental licenses, permits, and inspections, and shall pay without burden to CADL all fees and charges in connection with this project. In the event of violation, the Vendor shall pay all fines and penalties, including attorney's fees, and other defense costs and expenses.

3.13.2 Safety

As applicable and relevant herein, the Vendor shall take necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall at all times comply with the regulations set forth by Federal, state, and local laws, rules and regulations and all applicable state labor laws, regulations and standards.

3.13.3 Indemnification

As applicable and relevant herein, the Vendor shall indemnify and hold harmless CADL, its agents and their employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequences of any negligence (excluding negligence by CADL, its agents or their employees) in connection with the same; or by use of any improper materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants, or their employees.

The Vendor further agrees to indemnify and hold harmless CADL, its agents or their employees, against claims or liability arising from or based upon the violation of any Federal, State, County, City or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or their employees.

3.13.4 Liability and Insurance

As applicable and relevant herein, the Vendor shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance. The Vendor shall provide and maintain in force during the life of this Contract the following insurance coverage:

- General Liability Insurance of at least \$500,000 per occurrence and \$1,000,000 for all occurrences.
- Professional Liability Insurance (also known as "errors and omissions" coverage) of at least \$100,000 per occurrence.
- Worker's Compensation and Employer's Liability Insurance with minimum limits as required by the State of Michigan but in no case less than \$100,000.

Should there be a need for on-site Vendor personnel or representatives to conduct work related functions at or on CADL premises (all inclusive), and as applicable and relevant herein, the Vendor shall furnish to CADL a Certificate of Insurance which specifically names CADL as a named insured under the policy.

3.13.5 Special Conditions

No smoking is permitted in any of the Capital Area District Libraries. The Vendor will be required to work around all of the conditions listed above as well as working with the CADL staff to minimize disruptions to normal library activities.

3.13.6 Choice of Law

This agreement shall be governed by and interpreted exclusively in accordance with the laws of the State of Michigan. The parties hereto irrevocably agree that any legal action or proceeding with respect to this Agreement shall be brought in the courts of the State of Michigan in the County of Ingham or of the US District Court - Western Michigan. By the execution and delivery of this Agreement, the parties hereto irrevocably submit to the jurisdiction and venue of such courts.

4 SELECTION PROCEDURES

All proposals shall be evaluated by CADL in accordance with the criteria and procedures identified herein.

4.1 Further Negotiation

CADL reserves the right in its sole discretion to select a proposal or to further negotiate with one or more of the respondents without limiting any of its rights described in any section of the RFP.

4.2 Clarification

CADL may at its discretion and at no fee to CADL, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response.

4.3 Award Without Further Discussion

CADL reserves the right to award work without further discussion. Therefore, responses should be submitted initially with the most favorable terms that the Vendor can propose.

4.4 Right to Accept or Reject All or Part

CADL also reserves the right to waive formalities and to accept or reject any and all or part of any and all proposals.

4.5 Price is Not Sole Factor

Although price is of prime consideration, it is not the sole determining factor. CADL reserves the right to award the contract to the most responsible bidder or the bidder offering the best value, not necessarily the lowest price.

4.6 Criteria

The determination of the most qualified and most competitively priced proposal may involve all or some of the following factors: price, thoroughness of the proposal package, conformity to specifications, terms of payment, terms of delivery, other costs, and other objective and accountable factors which are reasonable.

5 PROPOSAL TERMS AND CONDITIONS

5.1 No Financial Obligations

This RFP is only an invitation to submit proposals and does not commit CADL in any way to enter into contract agreement. In addition, the issuance of the RFP does not obligate CADL to pay any costs whatsoever incurred by a respondent in connection with this RFP, including without limitation (a) the preparation and presentation of a proposal, (b) any supplements or modification of the RFP or (c) negotiations with CADL or any other party arising out of or relating to the RFP or subject matter of the RFP.

5.2 Amendments to RFP Process

CADL expressly reserves the right at any time, from time to time or its own convenience, in CADL's sole discretion, to do any or all of the following:

- a. Waive or correct any immaterial defect or technical error in any response, proposal, or proposal procedure, as part of the RFP or any subsequent negotiation process.
- b. Reject any and all proposals, without indicating any reason for such rejection.
- c. Request that certain or all responders to the RFP supplement or modify all or certain aspects of the information or proposals submitted.
- d. Reissue a Request for Proposals.
- e. Procure service by any other means.
- f. Modify the selection procedure, the scope of the proposed project or the required responses.

- g. Extend deadlines for accepting responses, request amendments to responses after expiration of deadlines, or negotiated final agreement, and
- h. Negotiate with any, all or none of the respondents to the RFP.

5.3 No Kickbacks or Bribes

By submitting a proposal, the respondent certifies to CADL that the respondent has not paid nor agreed to pay and will not pay any fee or commission, or any other thing of value contingent on the award contract to any CADL employee or official, or to any contracting consultant hired by CADL for purposes of the project.

5.4 Board Approval

The Contract agreement will require the approval of the Library Board in their sole and absolute discretion. As part of the approval process, the successful respondent may be required, at its sole expense, to prepare and provide documents or exhibits and make presentations associated with the contract as required by such bodies prior to the execution of the contract.

5.5 Firm Offer

All aspects of the proposal must be firm for a minimum period of 90 days following submission of the proposal.

6 PROPOSAL CHECKLIST

The successful proposal will contain all the following elements

- Cover letter with E-rate statement and references per section 3.2
- Proposal description addressing all specifications outlined in section 2
- List of make and model numbers of all proposed vendor-owned and maintained routing equipment per section 3.3
- Diagram and map per section 3.3
- Implementation timeline and transition plan per section 3.3
- Pricing for existing and new locations with known addresses per section 3.4.1
- Pricing for moves, adds, and upgrades per section 3.4.2
- Terms and sample contract and SLA per section 3.5
- Acknowledgement of terms in sections 3.7 – 5.5 with notes of any exceptions.