REQUEST FOR PROPOSAL #B600912
for an
Internet Service Provider (ISP)
for the
Campus Community, Alumni, and Friends of
Clarion University of Pennsylvania
a member of
The Pennsylvania State System of Higher Education

NOTICE TO CONTRACTORS

The State System of Higher Education invites you to submit a sealed bid proposal for contracting to provide an off campus INTERNET SERVICE for the students, faculty, staff, alumni, and friends of Clarion University, otherwise referred to as “Clarion” or “the University”, a member of the State System of Higher Education herein referred to as “the System”.

Sealed proposals, provided in strict compliance with requested specifications, as noted to insure acceptance, will be received at the Purchasing Office, Clarion University, 210 Carrier Hall, 840 Wood Street, Clarion, PA 16214 not later than September 10, 1997 at 1:30 pm.

1.0 OVERVIEW

This request for proposal (RFP) provides interested suppliers with sufficient information to prepare and submit proposals for consideration with the intent of contracting with one or more companies to provide cost effective, convenient, graphical Internet access from off campus for students, faculty, staff, alumni and friends of the University.

Clarion University of Pennsylvania is requesting price quotations and detailed explanations of services offered from Internet service providers herein referred to as “the Contractor.” The Contractor must provide all hardware, software, billing services, technical and customer support and connectivity to the Internet.

Instructions are contained herein for proposal submissions, services to be provided and general evaluation criteria. This RFP is to be distributed to a range of applicable suppliers able to provide the services required.
2.0 General Information

POINT OF CONTACT: The point of contact for this RFP is Karen Dupree, Purchasing Director, Clarion University of Pennsylvania, Phone: (814) 226-2233, e-mail “kdupree@mail.clarion.edu”. All questions and requests for clarification must be made in writing within five (5) working days of receipt of the RFP. Requests will be received through e-mail only and responses will be forwarded to all potential respondents as soon as possible—again by e-mail.

BID OPENING DATE: September 10, 1997 at 1:30 pm

RESPONSE COPIES: Respondents must submit a minimum of six (6) copies of the RFP response to Clarion University prior to the stated opening date and time.

AGREEMENT: The selected supplier(s) must sign a State System of Higher Education standard contract form of agreement. A full copy of this contract can be found as the last item of this RFP.
In recognition of the quick responses required the University needs to communicate with your through e-mail

Please provide your e-mail address

IMMEDIATELY UPON RECEIPT OF THE RFP

to

kdupree@mail.clarion.edu
3.0 INVITATION - BID PROPOSAL

GENERAL RATIONALE

It is the intention of this solicitation to receive bids for an

INTERNET SERVICE PROVIDER

(Specifications are detailed on the enclosed “Specifications” sheets.)

The contract period will be from the inception of the contract through and
including June 30, 2000 with an option to extend the period for two additional years,
through June 30, 2002, by mutual agreement between the University, the System, and the
Contractor. Said renewal will be automatic unless specifically altered by the request of
any party. If the contract is renewed, the same terms and conditions shall apply.

Bids are being solicited to provide a continuing internet service. Bidders are
encouraged to fully study this bid proposal before completing and submitting responses
on or before the bid due date and time

NOTE: Please return all pages of this bid document, and it is especially
important to return the overall cover bid document with a complete signature and date at
the bottom of the form, where indicated.

The University reserves the right to reject all or part of the respondent’s offer.

The University and the System reserve the right to contact references concerning
similar cooperative program participants who can attest to the respondent’s abilities to
meet or exceed the University’s requirements. References (names and phone numbers)
must be provided with the RFP response.
3.1 GENERAL CONDITIONS AND SPECIFICATIONS

It is mutually agreed by and between the University and the Contractor that each faction accepting the supplier’s offer by the issuance of one or more contracts shall be an agreement between the parties thereto containing all specifications, terms and conditions as stated in this Sealed Bid Proposal. The supplier shall clearly state, on the bid response, any exceptions to or deviations from the Terms and Conditions contained herein. Such exceptions or deviations may be considered in evaluating the bids received and may result in rejection of that bid.

3.2 Incurring Costs:

The University is not liable for any cost incurred by the contractors for preparation of the RFP or costs incurred prior to award of a contract.

3.3 Contract Expectations:

The selected contractor will be expected to execute a standard Clarion contract. The chosen contractor’s terms and conditions will be attached to the University contract and/or may be incorporated by reference.

3.4 Contract Length/Escalation Clause:

This contract will be in effect through June 30, 2002 unless otherwise cancelled by either party. It will be written for an initial period beginning at contract creation and continuing through June 30, 2000 and will allow an automatic two year renewal. The contract will be automatically renewed according to the terms and conditions as set forth and agreed upon by all parties, unless notification of non-renewal is received by either party 60 days prior to the termination of a June 30 University fiscal end.

3.5 Fiscal Condition:

At all times this RFP and any subsequent contract(s) shall be conditional upon the availability of the fiscal budget.

3.6 Account Management

Respondents should outline their proposed procedures for handling Clarion’s account and include the name of an account representative who shall have overall responsibility for the account.
3.7 Disclosure of Proposal Contents

Although the formal opening of all sealed bids/proposals are open to the public, bid tabulations will not be available to competitors prior to the issuance of an award.

Bid tabulations will be forwarded to interested suppliers only when a self-addressed stamped envelope is included in the supplier’s bid/proposal.

Suppliers choosing to attend a bid opening may request copies of bid documents. However selected copies will not be made. The supplier has a choice of receiving and paying $1.00 for every document page received in the bids that were opened, or receiving no copies. Copy fees are payable in advance, in cash, and copies will be forwarded upon award of the contract.

All bid documents will be available for public inspection for a period of seven days, commencing from the day after the award has been made. After seven days, the documents will be filed, and anyone requesting to see the documents will be charged a $20 handling fee in addition to any applicable copy charges.

3.8 Silence of Specifications

The apparent silence of this specification and any supplemental specifications as to any details or the omission from it of a detailed description concerning any point shall be regarded as meaning that only the best commercial/professional practices are to prevail and that only top quality services are to be provided. All interpretations of the specification shall be made upon the basis of this statement.

3.9 Bid Rejection

Clarion University of Pennsylvania reserves the right to reject any or all bids/RFPs for any or all reasons and is not bound to accept the lowest response if that bid is judged contrary to the best interests of the university.

3.10 RFP Respondent’s Obligations:

Each response to this RFP must be indexed in the exact same order as requirements are indicated. For example, responses to the Hardware and Software Paragraph, section a) shall be titled and numbered in exact correlation to the requirement requested. Deviations to this required response format may result in the rejection of part or all of a bid submission.

4.0 Requirements:
During the stated contract period Clarion desires to offer toll free Internet access to faculty, students, staff, alumni and friends of the University from off campus sites. Clarion University has approximately 34,000 alumni; 6,000 students and 900 employees. All contractors are requested to address each of the following requirements/services. The contractor may include any significant information not requested in the proposal.

4.1 Hardware and Software:

All network equipment and software necessary to facilitate off campus access will be supplied, installed and/or maintained by the contractor. Please provide an overview of the intended configuration noting:

a) Equipment to be installed/utilized
b) Location of equipment to be installed
c) Space/technical requirements/personnel to be supplied by University
d) Number of users supported by configuration
e) List of workstation types/models that can utilize the service
f) Required interfacing hardware, i.e., modem, cable modem, etc.
g) Explanation of how the service is scaled to a growing user base
h) Rule of thumb for sizing of configuration
i) Size of data connection to the Internet, i.e., T1, T3, DS3, etc.
j) Server software provided/utilized
k) Client software provided/utilized
l) Supported network protocols, i.e. SLIP/PPP, IPX, etc.
m) Procedures for facilitating hardware/software upgrades
n) Other online products and services offered through the connection

4.2 Services:

All support and services shall be the responsibility of the contractor. Please supply detailed descriptions of the following services supplying locations, hours of availability, types of access, costs, etc.

a) Technical support
b) Customer support
c) User account billing
d) User account maintenance (creation, management, deletion)
e) Outline the steps to obtain an account (from the user’s point of view)
f) System/network security
g) Space/technical support/personnel to be supplied by University
h) Remote access (for users who are traveling)
i) Marketing opportunities for the University
j) POP locations
4.3 Costs and Revenues:

Please supply a detailed explanation of the billing structure. Describe:

a) Complete costs to users including connect charges, on-going support charges, disconnect charges, required software, etc.
b) Complete costs to University
c) Revenues to University, if any
d) Available discounts, i.e., multi-year contract, account volume, etc.
e) Costs involved in discontinuance of service by either a user or the University
f) Monthly billing procedures (from a user’s point of view)

4.4 Experience and References:

The contractor must be a company normally engaged in providing Internet services. Contractors are to include with the quotation their qualifications to meet RFP specifications in terms of past and current experience. Focus on experiences in providing Internet services to the college/university market. List all universities with which your firm does business in the State of Pennsylvania as an ISP. State the length of time your firm has been providing Internet services.

Contractor is to provide a minimum of four (4) references. References are to be from educational institutions with a similar environment. The name and address of the organization, the name(s), titles and telephone numbers of the person(s) to be contacted and a general scope of services provided are to be stated in the proposal.

4.5 Corporate Viability:

Contractor will supply an annual report and/or financial statements attesting to the fiscal viability of the company. Further documentation attesting to corporate growth, market share, reputation, experience, quality of service, quality of support personnel, etc. should be supplied.

4.6 Facilities

The University recognizes the possibility of an ISP needing to acquire protected space to house any equipment that may be necessary to accomplish the stated goals. Clarion is prepared to offer a minimum amount of our facilities for the sole purpose of housing equipment needed to provide this service to the campus community, our alumni and friends.
Should additional space be required to facilitate the provider’s expansion of service to other factions, terms may be negotiated, dependent upon the needs, the focus group, and availability of the University’s facilities.

5.0 Proposed time Schedule:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for Proposal Letter</td>
<td>August 26, 1997</td>
</tr>
<tr>
<td>RFP Formal Opening - 1:30</td>
<td>September 10, 1997</td>
</tr>
<tr>
<td>Committee Evaluation</td>
<td>September 10-15, 1997</td>
</tr>
<tr>
<td>Contract Awarded</td>
<td>September 15, 1997</td>
</tr>
<tr>
<td>Service Available</td>
<td>October 15, 1997 or sooner</td>
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</tbody>
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5.1 Evaluation Standards:

The purpose of this service is to provide a cost effective Internet access option to all students, faculty, staff, alumni and friends of Clarion University while minimizing the impact this service will have on the University’s resources, such as capital investments in equipment and personnel to manage and maintain equipment and support users. Therefore, the cost and convenience of this service will be of paramount importance in the evaluation as well as the quality of the provided service. Length of experience as a contractor and possible revenues to the University will also be taken into consideration.

5.2 Point Distribution:

- Cost/convenience to users 25%
- Cost/convenience to the University 25%
- Length/quality of experience 20%
- Viability/reputation of company 15%
- Revenue stream to University 15%