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# City of Jacksonville, Florida

*Procurement Award Form (PAF)*

**Part 1 – Form Type:** JPAC 126.204 (a) New Award, Renewals, Waive Technical Defects, Price Increases, NTE Increases.

Goods and/or Services: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

**Requested Action and Justification:**

Recommend approval of award to Comcast Holdings Corporation as the highest-ranking firm for RFP-17533-26 Jacksonville Public Library E-Rate Internet Access WAN Connectivity. Period of service will be from July 1, 2026 through June 30, 2029, with two (2) one-year renewal options. Total not-to-exceed award amount for the initial three-year term will be $789,773.94 ($263,257.98 per year). This award will receive federal reimbursement for a percentage of the total not-to-exceed award amount.

Rankings:
Comcast Holdings Corporation: 171.00
AT&T Enterprises, LLC: 161.62

This award will be executed by formal contract through the Office of General Counsel and processed via Purchase Orders.

| | | | | | |
|---|---|---|---|---|---|
| **Supplier:** | Comcast Holdings Corporation | **Basis of Award:** | Highest Evaluated | **BID Opening Date:** | 03/17/2026 |

| | | | | | |
|---|---|---|---|---|---|
| **POA #:** | TBD | **PO #:** | TBD | **Change Order #:** | N/A |
| **Solicitation #:** | RFP-NONCON 17533 26 | **Contract #:** | TBD | **Contract ADM #:** | N/A |
| **Term:** | 3 years | **Options:** | 2, 1-year | **Options Used:** | 0 |

| | | | |
|---|---|---|---|
| **Federally Funded:** | No | **JSEB Rec:** | Encouragement |
| **Licenses Verified:** | N/A | **JSEB %:** | 0 |
| **Bonds Required:** | No | **Bonds Waived Pursuant To:** | N/A |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Fund:** | 53101 | **Center:** | 113001 | **Acct:** | 541020 | **Proj:** | 000000 | **Activity:** | 00000000 | $ 789,773.94 |
| **Fund:** | | **Center:** | | **Acct:** | | **Proj:** | | **Activity:** | | $ |
| **Fund:** | | **Center:** | | **Acct:** | | **Proj:** | | **Activity:** | | $ |

| | | | | | |
|---|---|---|---|---|---|
| **New NTE/GMP:** | $ 789,773.94 | **Contingent Amt:** | $ 0.00 | **DMP/ODPO Amt:** | $ 0.00 |

| | | | | |
|---|---|---|---|---|
| **Using Agency/BU:** | TSOD:OFFICE OF THE DIRECTOR | | | |
| **Concurrence:** | Signed by: Elizabeth Bennett 1B9B0B9B4454E9... | **Title:** | ASST INFO TECH OFFICER - TECHNOLOGY INFRASTRUCTURE MANAGER | 3/19/2026 |
| **Concurrence:** | Signed by: Nihal Kelec E2017DB4B0C4D5... | **Title:** | ASST INFO TECH OFFICER-TECHNOLOGY SOLUTIONS FINANCE MANAGER | 3/20/2026 |
| **Concurrence:** | Signed by: Kendrick Wanyonyi F3E522F095434F5... | **Title:** | DIRECTOR OF TECHNOLOGY SOLUTIONS | 3/20/2026 |
| **Concurrence:** | | **Title:** | | |

| | | | | |
|---|---|---|---|---|
| **Procurement Analyst/Buyer:** | Signed by: Simpson, Sandy 309A0368E9B74A5... | **Chief of Procurement:** | Signed by: B10F1D517352456... | 3/24/2026 |
| **Name:** | Simpson, Sandy | **Name:** | Dustin L. Freeman | |

| **Part 2 – JPAC Action:** All award actions subject to lawfully appropriated funds. | | **Part 3 – Final Awarding Authority Action:** | |
|---|---|---|---|
| **Members who approve:** | | **Action:** | |
| **Members who disapprove:** | | **Signature:** | |
| **Date:** | | **Date:** | |

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# PAF Instructions
## Part 1 (using agency)

**Form Type:** This form will be used for both Administrative Awards and JPAC Requests. Select type from dropdown options.

**Goods and/or Services:** Enter a brief description of the types of goods and services included in the request.

**Requested Action and Justification:** Enter a brief description of the requested action or authority being sought. i.e.; *Request permission to award the lowest, responsive responsible bidder for an ITB or award the highest ranked supplier for an RFP.* This block should also be used for additional information such as additional 4th account strings, or other information essential for contract execution.

**Supplier:** Enter awarded supplier name**.** If multiple, include in "Requested Action and Justification" box.

**Basis of Award:** Select from Lowest Price Technical Acceptable (LPTA), Highest Price Technical Acceptable (HPTA) or N/A.

**Bid Opening Date:** The date bids were unsealed by Procurement.

**POA #:** This is your 1Cloud generated Agreement number. Select Type, Enter Number.

**PO #:** Enter the PO number or agreement release number.

**Change Order #:** Provide the applicable change order number represented by this request.

**Solicitation #:** Select Prefix type, Enter Number, and Year.

**Contract #:** This number should be the same as your POA number (unless procured prior to 2020)

**Contract Amendment #:** Provide the applicable amendment number represented by this request.

**Term:** Select the Period of Performance or Term for the initial period.

**Options:** Period of time for each renewal or option.

**Options Used:** Prior to this request, enter how many options were already used.

**Federally Funded:** Select yes or no from dropdown if Federal Funds will be used.

**JSEB Rec:** Select Encouragement or JSEB Set Aside Option.

**JESB %:** If JSEB Participation, enter the percentage.

**Bonds Waived Pursuant to:** Select option from Drop down.

**Funding Sources:** Fund/Center/Account/Project/Activity, all fields are required even if zeros.

**New NTE/GMP:** Enter the new total not to exceed amount. Note, this should match the contract maximum indebtedness, if applicable**.**

**Contingent Amount:** If your agency requests an allowance for unforeseen additional expenses, then specify the amount of your requested increase and new NTE that represents the contingency allowance. This is over and above any quote.

**DMP/ODPO Account:** Enter the Direct Materials Purchase/Owner Direct Purchase Order Account. Used mainly for CIP (Capital Improvement/Construction) Projects

**Using Agency/BU:** Select one from the dropdown list.

**Concurrence:** Using Agency internal routing requirements for Electronic Signatures (follow Proc Manual for threshold requirements)

**Title:** Title of person electronically signing form.

**Attachments:** Included any supplemental information to the Procurement Award Form. i.e.; *Scope of work, previous awards*.

**Any field where there is no data available, or no entry is required, either leave it blank or enter N/A. Any fields where there is known data, include for informational purposes. Any changes to an original award should contain the data that is being changed and any other relevant data required for JPAC review and approval.*

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# DESCRIPTION OF SERVICES AND SPECIAL INSTRUCTIONS TO PROPOSERS

**Background**
Jacksonville Public Library System (JPL) is one of the largest Public Library Systems in the state of Florida. Currently, JPL serves more than 1.3 million citizens in its libraries who reside in the City of Jacksonville of Duval County. JPL currently provides public and administrative Wi-Fi access in all library locations. The Library is requesting bids for Internet Access and Wide Area Network (WAN) connectivity.

**Scope of Services**
JPL intends to contract for point-to-point Wide Area Network (WAN) fiber connectivity to twenty-one (21) library branches (the Main Library has City of Jacksonville fiber) and Internet Access (IA) for the library system.

The new services MUST begin on July 1, 2026, which represents the expiration of the current services. All Monthly Reoccurring or Special Construction billing will not begin until July 1, 2026.

Jacksonville Public Library System is seeking pricing for IA and WAN service. Proposals should not be for a bundled IA and WAN service. **Service Providers must bid on both Internet and WAN service requests.** Partial bids will not be accepted. JPL prefers leased lit fiber service but will accept proposals for any transport option that meets the requirements of this RFP.

1. WAN: The monthly bid price for WAN services will be inclusive of all charges, with no one-time or construction costs for the fully managed leased service billed separately. Billing would begin after all the sites had been installed. If there are any one-time or special construction costs, these must be noted on **Form 1 – Price Sheet**.

2. Internet Access: The monthly bid price for Internet will be inclusive of all charges. If there are any one-time or special construction costs, these must be noted on **Form 1 – Price Sheet**. Billing will begin on July 1, 2026, which corresponds to the E-Rate Funding year start.

Jacksonville Public Library System will consider traditional network designs (such as hub and spoke) or alternative proposals that, in accordance with E-Rate guidance, maximize cost effectiveness. Service Providers should clearly illustrate proposed network design and construction routes. Jacksonville Public Library System is not advocating or mandating any preconceived network design or construction route and leaves this decision up to the Service Provider to present their best solution that meets the requirements of this RFP.

Internet and WAN services can include special construction or one-time E-Rate eligible non-recurring costs as well as E-Rate eligible recurring circuit costs. Special Construction costs related to building out a network must be clearly stated in a Service Provider's response. In E-Rate terminology, special construction refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities. If no new fiber is installed, any installation costs are considered standard non-recurring costs (NRC). Applicants may seek funding for special construction charges in connection with leased lit fiber. Special construction charges eligible for Category One support consist of three components:

1. Construction of network facilities
2. Design and engineering
3. Project management

Note: The term "special construction" does not include network equipment necessary to light fiber, nor the services necessary to maintain the fiber. Charges for network equipment and fiber maintenance are eligible for Category One support as separate services, but not as special construction.

**Deliverables**
To provide WAN point-to-point connectivity from twenty-one (21) libraries to head end and Internet access for the library system.

**Special Instructions**
Installations and any migration must align with the City of Jacksonville's change management process and have prior approvals.

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Head ends for WAN connectivity will be meshed and are at the required locations below. The head ends will be designed in a High Availability redundancy configuration. The hand-off is expected to be "electrical or optical":

- Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202 – Demarcation Point: 4th Floor Datacenter

WAN connections are expected to be delivered to the eligible service locations from the library head ends to the branch locations listed in this RFP.

Internet access will be at the below location and the hand-off is expected to be "optical":

- Ed Ball Building, 214 N. Hogan St, Jacksonville, FL 32202 – Demarcation Point

**Internet Access**
The Jacksonville Public Library System must have dedicated symmetrical bandwidth (upload and download) with a minimum of 2 Gbps, with Service Level Agreement (SLA) guarantees, to the specified site. Service Providers are requested to submit offers for incremental bandwidths from 4 – 10 Gbps in 2 Gbps increments. The solution must be scalable to 10 Gbps.

**Each Service Provider is required to complete the pricing matrix located in Form 1 – Price Sheet of this RFP**. If special construction is necessary, Service Providers are required to separate out pricing from the standard MRC. No increased pricing will be allowed during the term of the quoted special construction, NRC, and MRC rate in each pricing cell of the matrix. If an increase in bandwidth is requested during the contract period, the contract does not renew. **As bandwidth needs are steadily rising, Service Providers are free to bid higher tiers of bandwidth than what is requested to demonstrate their future scalability.**

**Wide Area Network**
Jacksonville Public Library System must have dedicated, symmetrical transport bandwidth of minimum 100 Mbps to each branch with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable to 1 Gbps WITH 100 Mbps cost increments. JPL prefers leased lit fiber service; however, all transport options that are able to meet the requirements of this RFP will be considered.

WAN Requirements:

- Layer 2 service or functionally equivalent data transport that does not traverse the public Internet
- Service should allow the district to manage its own IP addressing and routing
- Providers may propose any **eligible technology** (e.g., lit fiber, microwave, leased dark fiber with electronics, etc.) capable of meeting the specifications of this RFP

**Optional:** District WAN (hub). Provide **only** if part of a Service Provider's network design.

If provided as part of your network design, the District WAN (hub) must be provided as a dedicated, symmetrical transport bandwidth of a minimum of 2 Gbps. The solution must be scalable to 10 Gbps in 2 Gbps increments.

Price quotes are requested for a three (3) year term with two (2) year renewal options. Each Service Provider is required to complete the pricing matrix located in **Form 1 – Price Sheet** of this RFP. If an increase in bandwidth is requested or a new site is added during an existing contract period, the contract does not renew. The term and billing will be co-termed with the current contract period.

**Contract Terms:**
Price quotes are requested for a three (3) year term (July 1, 2026 – June 30, 2029) with two (2) one-year renewal options. Each Service Provider is required to complete the pricing matrix located in **Form 1 – Price Sheet** of this RFP. All proposals must allow for the addition of new library sites during the life of the contract at the contract's monthly recurring cost. If an increase in bandwidth is requested or a new site is added during an existing contract period, the contract does not renew. The term and billing will be co-termed with the current contract period.

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**Branch Locations:**

| Branch | Address |
|---|---|
| Argyle Branch | 7973 Old Middleburg Road S., Jacksonville, FL 32222 |
| Beaches Branch | 600 3rd Street, Neptune Beach, FL 32266 |
| Bradham & Brooks Branch | 1755 Edgewood Avenue W., Jacksonville, FL 32208 |
| Brentwood Branch | 3725 Pearl Street, Jacksonville, FL 32206 |
| Charles Webb Wesconnett Regional | 6887 103rd Street, Jacksonville, FL 32210 |
| Dallas Graham Branch | 2304 Myrtle Avenue N., Jacksonville, FL 32209 |
| Brown Eastside Branch | 1390 Harrison Street, Jacksonville, FL 32206 |
| Highlands Regional | 1826 Dunn Avenue, Jacksonville, FL 32218 |
| Main Library | 303 N. Laura Street, Jacksonville, FL 32202 |
| Mandarin Branch | 3330 Kori Road, Jacksonville, FL 32257 |
| Maxville Branch | 8375 Maxville Boulevard, Jacksonville, FL 32234 |
| Bill Brinton Murray Hill Branch | 918 Edgewood Avenue S., Jacksonville, FL 32205 |
| Pablo Creek Regional | 13295 Beach Boulevard, Jacksonville, FL 32246 |
| Regency Square Branch | 9900 Regency Square Boulevard, Jacksonville, FL 32225 |
| San Marco Branch | 1513 LaSalle Street, Jacksonville, FL 32207 |
| South Mandarin Branch | 12125 San Jose Boulevard, Jacksonville, FL 32223 |
| Southeast Regional | 10599 Deerwood Park Boulevard, Jacksonville, FL 32256 |
| University Park Branch | 3435 University Boulevard N., Jacksonville, FL 32277 |
| West Branch | 1425 Chaffee Road S., Jacksonville, FL 32221 |
| Westbrook Branch | 2809 Commonwealth Avenue, Jacksonville, FL 32254 |
| Willow Branch | 2875 Park Street, Jacksonville, FL 32205 |

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# GENERAL TERMS FOR ALL PROPOSALS

**Description of Proposal**
The Service Provider will provide a description of their proposal for all services and solutions. The description will include an overview of the proposal, any deviations from the requested architecture, design or requirements, assumptions made, and other details Jacksonville Public Library System may find useful or necessary (or could differentiate the solution from a competing proposal).

**Service Level Agreement**
The Service Provider will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following services and how these services will be measured:

- Fiber Network Availability: the Service Provider will make all reasonable efforts to ensure 99.99% network availability of each circuit.
- .25% frame/packet loss commitment
- 25ms network latency commitment
- 10ms network jitter commitment
- There is no right of the Service Provider to limit or throttle the capacity of the circuit at any time for any reason. In addition to the required services, the proposal may include, but is not to be limited to, the following services:
- Network Operations Center: The solution will provide customer support functions including problem tracking, resolution, and escalation support management on a 24x7x365 basis. The Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with the provided services.
- Trouble Reporting and Response: Upon interruption, degradation, or loss of service, the Customer may contact the Service Provider by defined method with a response based on trouble level. Upon contact from the Customer, the Service Provider's support team will initiate an immediate response to resolve any Customer issue. The Customer will receive rapid feedback on trouble resolution, including potential resolution time.
- Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
- Resolution: The Customer will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- Trouble Reporting, Escalation and Resolution: A detailed trouble reporting, escalation, and resolution plan will be provided to the library.
- Measurement: The Service Provider's required commitment is to respond to any outage within two (2) hours with a four (4) hour restoration of service. Time starts from the time the Customer contacts the Service Provider and identifies the problem. Credits for outages of shortage will be identified.
- Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
- Link Performance per Segment: The service will maintain the proposed link performance throughout the term of the contract.
- Historical Uptime: The Service Provider shall provide aggregate uptime statistics for their proposed service in the geographic area encompassing Jacksonville Public Library System.

**Timeline**
For each response, Service Providers must include a timeline for bringing all sites and services online and an explanation of how much they are able to adhere to Jacksonville Public Library System's specified timeline. Service Providers with existing infrastructure in the area should be able to bring all sites online by the July 1, 2026, start of the funding year.

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**Demarcation**
All solutions must terminate service or infrastructure in the demarcation point at the addresses specified in this RFP. Solutions bringing service to the property line but not to the demarcation point are not acceptable. The Service Provider must specify specific demarcation setup included in base fees (e.g., wall mounted CPE and CAT6a handoff).

**Network Diagram**
Service Providers must include a network diagram displaying the paths to be used to serve each endpoint.

**References**
Service Providers must provide **at least three (3)** references on the Professional Business References form included in this RFP from current or recent customers (preferably K – 12) for a successful E-Rate Category 1 Delivery/Implementation project equivalent to the size of the Jacksonville Public Library System. The City of Jacksonville reserves the right to contact the references for verification of the information provided.

**Special Construction Information for Form 471 and Program Integrity Assurance (PIA) Review**
All E-Rate applications including special construction are subject to detailed questioning during PIA review where the cost of proposed special construction will be reviewed based on the cost of historical fiber builds in the region. Additionally, certain information on necessary special construction is needed to accurately fill out Form 471. Service Providers are required to fill out the table in **Form 1 – Price Sheet**. Additionally, Service Providers are encouraged (but not required) to submit the additional information described in in **Form 1 – Price Sheet** that will likely be requested during PIA review. If Service Providers do not submit this additional information with their bid, and their solution is chosen, they must be prepared to promptly provide that information and any additional information not described in this RFP when requested.

Please note that Service Providers may assist applicants with preparing funding requests or responding to PIA questions and may speak directly with PIA reviewers.

**Required Notice To Proceed and Funding Availability**
Jacksonville Public Library System will follow the purchasing policies of the City of Jacksonville and requirements/ procedures of the FCC's E-Rate program as administered by the Universal Service Administrative Company to be eligible for all available funding. The implementation of any associated contracts resulting from this competitive bid process will be dependent on the library's' issuance of a written Notice To Proceed. E-Rate funding notification alone will not signify Notice To Proceed. JPL will have the right to allow the contract to expire without implementation if appropriate funding does not come available.

**E-Rate**
Service Providers must agree to participation in the Universal Service Support Mechanism for Schools and Libraries commonly known as "E-Rate". The Service Provider acknowledges that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund ("USF") subsidies. For full details, see **Exhibit A – E-Rate Requirements**.

**Awarded Service Provider**
The awarded Service Provider must be prepared to provide the following <u>after</u> COJ/JPL files Form 471 for the PIA review:

- If included in your proposal, a special construction cost breakout worksheet
- Route map of all build segments in kmz format
- Explanation of alternative routes that were explored and why the chosen route is the most cost-effective
- Explanation of special materials and procedures required that may have increased construction costs, such as:
  - Historical preservation or environmental issues
  - Bridge, waterway, railway, or highway crossings
  - Galvanized conduit
  - Directional boring through hard rock or under a paved surface
  - An excessive number of handholds, marker posts, or other OSP materials

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- Expensive pole attachment fees or make ready costs

**Evaluation Matrix**

The evaluations will be based upon the following criteria, and Service Providers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to the highest scoring, responsive, responsible Service Provider for the Evaluation Criteria. Service Providers are encouraged to arrange their responses in a format that will offer ready review and evaluation of each criterion. Please note that **100** points is the maximum total for each category. The scores for both categories will be added together for each Service Provider for a possible maximum total of **200** points.

| **Internet** | |
|---|---|
| **Points** | **Criteria** |
| 30 | **E-Rate eligible recurring and one-time Special Construction circuit costs*** |
| 25 | Ability to support requirements as laid out in the RFP |
| 10 | Proposed contract terms and conditions |
| 10 | Service Reliability |
| 10 | Past Experience |
| 5 | E-Rate ineligible recurring or one-time costs |
| 5 | Provider references |
| 5 | Complete bid submission |

| **Wide Area Network (WAN)** | |
|---|---|
| **Points** | **Criteria** |
| 30 | **E-Rate eligible recurring and one-time Special Construction circuit costs*** |
| 25 | Ability to support requirements as laid out in the RFP |
| 10 | Proposed contract terms and conditions |
| 10 | Service Reliability |
| 10 | Past Experience |
| 5 | E-Rate ineligible recurring or one-time costs |
| 5 | Provider references |
| 5 | Complete bid submission |

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# Exhibit A
# E-Rate Requirements

To warrant consideration for an award of contract resulting from this Request for Proposals, Service Providers must agree to participation in the Universal Service Support Mechanism for Schools and Libraries (commonly known as "E- Rate") as provided for and authorized under the federal Telecommunications Act of 1996 (Reference 47 U.S.C. § 254, "Universal Service"). Service Providers acknowledge that any contractual relationship resulting from this solicitation of proposals may be partially or entirely dependent upon the successful receipt of Universal Service Fund ("USF") subsidies. To ensure compliance with all applicable USF regulations, program mandates, and auditing requirements, Service Providers must comply with the following:

**USF Knowledge**
Service Provider shall have, at a minimum, a working knowledge of the federal Universal Service Support Mechanism for Schools and Libraries (commonly known as "E-Rate").

**USF Registration**
Service Provider shall submit with its proposal a valid Service Provider Identification Number ("SPIN") and a valid Federal Communications Commission Registration Number ("FCCRN").

**USF Participation**
Service Provider shall agree to participate in the E-Rate Program and to cooperate fully and in all respects with the Jacksonville Public Library System, the Universal Service Administrative Company ("USAC"), and any agency or organization administering the E-Rate Program to ensure the Jacksonville Public Library System receives all of the E-Rate funding for which it has applied and to which it is entitled in connection with the Service Provider's services and/or products.

**Lowest Corresponding Price**
The Lowest Corresponding Price Rule ("LCP Rule"), 47 CFR § 54.511 (b), prohibits the Service Provider from ever charging the Jacksonville Public Library System more for E-Rate eligible goods or services than it charges similarly situated non-residential customers for similar goods or services, unless it can prove that the lowest corresponding price ("LCP") is not "compensatory."

- The Jacksonville Public Library System is not obligated to ask for the LCP; it must receive it.
- If, at the time of delivery, the LCP is lower than the agreed-upon price, the Service Provider must charge the LCP.
- Promotional rates that the Service Provider offers for a period of more than ninety (90) days must be included among the comparable rates upon which the LCP is determined.
- There is a rebuttable presumption that rates offered within the previous three (3) years are still compensatory.
- The Service Provider may not avoid the LCP Rule by arguing that none of its non-residential customers are identically situated to the Jacksonville Public Library System or that none of its contracts cover goods or services identical to those sought by the Jacksonville Public Library System.
- The FCC will permit the Service Provider to charge the Jacksonville Public Library System more than the LCP only when it can prove to the agency that the LCP is not "compensatory" (i.e., that it will face demonstrably and significantly higher costs to provide its goods and/or services to the Jacksonville Public Library System than it would to provide similar goods and/or services to similarly situated non-residential customers). Some factors that could affect the cost of service are volume, mileage from facility, and length of contract.

**USF Documentation**
The Service Provider shall provide to JPL staff and/or the City of Jacksonville, within a commercially reasonable period, all the information and documentation the Service Provider has, or can reasonably acquire, that JPL may need to prepare its E-Rate applications and/or to document transactions eligible for E-Rate support.

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**Invoicing Procedures**
The Service Provider shall itemize, price, and invoice separately any materials or services that are ineligible for E-Rate funding. The Service Provider must include the following information on all invoices to the City of Jacksonville's Technology Solutions Department (TS)/JPL for E-Rate eligible equipment and/or services:

- Date of invoice
- Date(s) of service
- Funding Request Number ("FRN")
- Service Provider's signature on invoice attesting to the accuracy and completeness of all charges
- Detailed description of services performed and materials supplied that match TS/JPL contract specifications, Form 470 and Form 471 descriptions of same
- Invoice on the Service Provider's letterhead or on a Service Provider-generated form
- Jacksonville Public Library System's Billed Entity Number
- Jacksonville Public Library System's Federal Communications Commission Registration Number

**Delayed USF Funding Commitment**
The Service Provider understands that, due to circumstances beyond the TS/JPL control, the TS/JPL may not receive an E-Rate funding commitment by the beginning of the E-Rate funding year, July 1, 2026 for the services it intends to purchase from the Service Provider during that funding year.

**USF Audit and Document Retention Requirement**
The Service Provider shall maintain all bids, quotes, records, correspondence, receipts, vouchers, delivery information, memoranda, and other data relating to the Service Provider's services to TS/JPL. All such records shall be retained for ten (10) years following completion of services and shall be subject to inspection and audit by TS/JPL. The Service Provider shall include in all subcontractor agreements for services, provisions requiring subcontractors to maintain the same records and allowing the TS/JPL the same right to inspect and audit those records as set forth herein.

In addition to the foregoing, the Service Provider will create, implement, and enforce an internal E-Rate audit process that ensures the Service Provider complies with all E-Rate program rules and regulations. This process must include the following:

- Separating ineligible project management and other professional services costs, if any, from other charges
- Where labor is involved, maintaining detailed, signed individual timesheets
- Ensuring services or products are not provided without TS/JPL express written permission or official purchase authorization
- Ensuring that TS/JPL-approved substitute services or products are prominently noted on invoices submitted to USAC and to TS/JPL
- Supporting documentation sufficient to evidence that what was approved per the FCDL and provided to TS/JPL was actually provided to TS/JPL
- If E-Rate eligible services and/or installation or equipment costs are included as part of a larger contract or service/equipment billing, support for the allocation of E-Rate eligible amounts and reconciliation of that total to the total amount billed
- If E-Rate eligible services or equipment are allocated to multiple sites, support for the allocation consistent with the amount and locations identified in Form 471
- Documenting that E-Rate funded services were provided within the allowable contract period and program year
- Charging proper FRN(s)
- Ensuring that invoices and USAC forms are submitted to TS/JPL in a timely manner
- Ensuring that USAC forms are filled out completely, accurately, and on time

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**Scoring Matrix Summary**
**Jacksonville Public Library E-Rate Internet Access WAN Connectivity**

| | | AT&T Enterprises, LLC | Comcast Holdings Corporation |
|---|---|---|---|
| **Solicitation:** | RFP-17533-26 | | |
| **Close Date:** | March 17, 2026 | | |
| **Invited Suppliers:** | 97 | | |
| **Responded:** | 2 | | |
| **Analyst:** | Sandy Simpson | | |
| | **Total Points:** | **161.62** | **171.00** |

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**Price Analysis**
**RFP-17533-26 JPL E-Rate Internet Access and WAN Connectivity**

## AT&T

| Proposed Solution | | | | | | Unit Cost Calculations | | Proposal Cost Calculations | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Description 1 | Description 2 | Initial Term Length (Months) | Line Item Quantity | Unit Cost | E-Rate Eligible % | Unit E-Rate Ineligible Cost | Unit E-Rate Eligible Cost | Total Extended Cost | Total Extended E-Rate Ineligible Cost | Total Extended E-Rate Eligible Cost |
| Internet | 2 Gbps | 36 | 1 | $ 2,309.10 | 100% | $ - | $ 2,309.10 | $ 83,127.60 | $ - | $ 83,127.60 |
| WAN (hub) | 2 Gbps | 36 | 1 | $ 1,389.90 | 100% | $ - | $ 1,389.90 | $ 50,036.40 | $ - | $ 50,036.40 |
| WAN | 100 Mbps | 36 | 22 | $ 351.68 | 100% | $ - | $ 351.68 | $ 278,530.56 | $ - | $ 278,530.56 |
| | | | | | | **$ -** | **$ 4,050.68** | **$ 411,694.56** | **$ -** | **$ 411,694.56** |

## Comcast

| Proposed Solution | | | | | | Unit Cost Calculations | | Proposal Cost Calculations | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Description 1 | Description 2 | Initial Term Length (Months) | Line Item Quantity | Unit Cost | E-Rate Eligible % | Unit E-Rate Ineligible Cost | Unit E-Rate Eligible Cost | Total Extended Cost | Total Extended E-Rate Ineligible Cost | Total Extended E-Rate Eligible Cost |
| Internet | 2 Gbps | 36 | 1 | $ 918.00 | 100% | $ - | $ 918.00 | $ 33,048.00 | $ - | $ 33,048.00 |
| WAN (hub) | 2 Gbps | 36 | 1 | $ 539.00 | 100% | $ - | $ 539.00 | $ 19,404.00 | $ - | $ 19,404.00 |
| WAN | 100 Mbps | 36 | 22 | $ 189.00 | 100% | $ - | $ 189.00 | $ 149,688.00 | $ - | $ 149,688.00 |
| Special Construction for 22 sites | One time cost | 1 | 1 | $ 61,117.98 | 100% | $ - | $ 61,117.98 | $ 61,117.98 | $ - | $ 61,117.98 |
| | | | | | | **$ -** | **$ 62,763.98** | **$ 263,257.98** | **$ -** | **$ 263,257.98** |

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## Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connecti

| | | |
|---|---|---|
| Solicitation **Informal RFP - Non-Cons** | Responses Received **2** | Invited Suppliers **97** |
| Procurement BU **CO3 BU** | Active Responses **2** | Will Participate **3** |
| Close Date **3/17/2026 16:00** | Shortlisted Responses **2** | Responded **2** |
| Solicitation Currency **USD** | | |

### Line Summary

| Line | Item | Item Revision | Supplier | Business Relationship | UOM | Estimated Quantity | Estimated Total Amount | Award | Agreement Quantity | Rank | Response Price | Score | Response Minimum Release Amount | Supplier Site | Response | Target Minimum Release Amount | Category Name | Line Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 Jacksonville Public Library E-Rate Intern | | | AT&T Enterprises, LLC | Spend Authorized | USD | | | No | | 2 | 339,034.08 | 100.00 | 1.00 | | 459453 | | 915.51 Information Highw ay | Quantity |
| 1 Jacksonville Public Library E-Rate Intern | | | Comcast Holdings Corporat | Spend Authorized | USD | | | No | | 1 | 5,426.00 | 100.00 | 61,118.00 | | 459999 | | 915.51 Information Highw ay | Quantity |

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Document Envelope ID: 394C9E9C-E273-4 FCF-8E0C-86C2E3B1B1F1

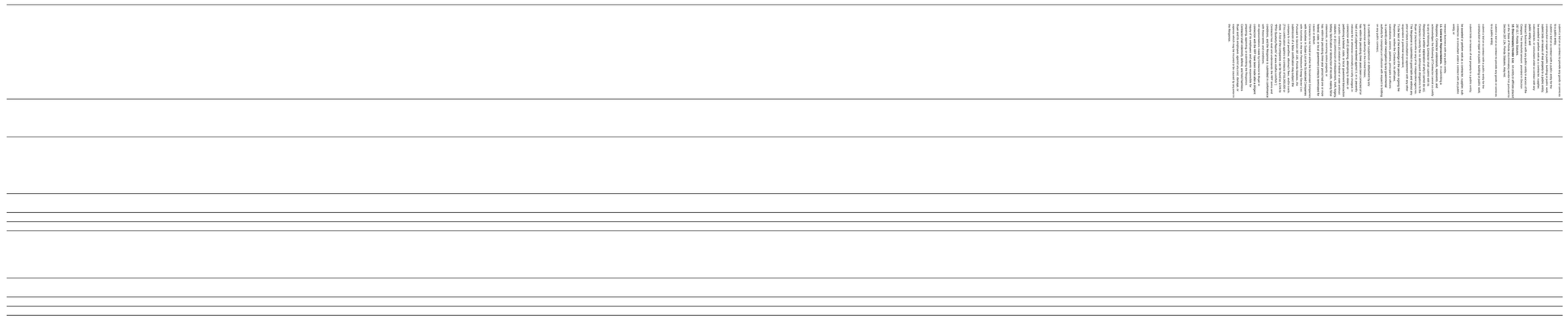
# Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

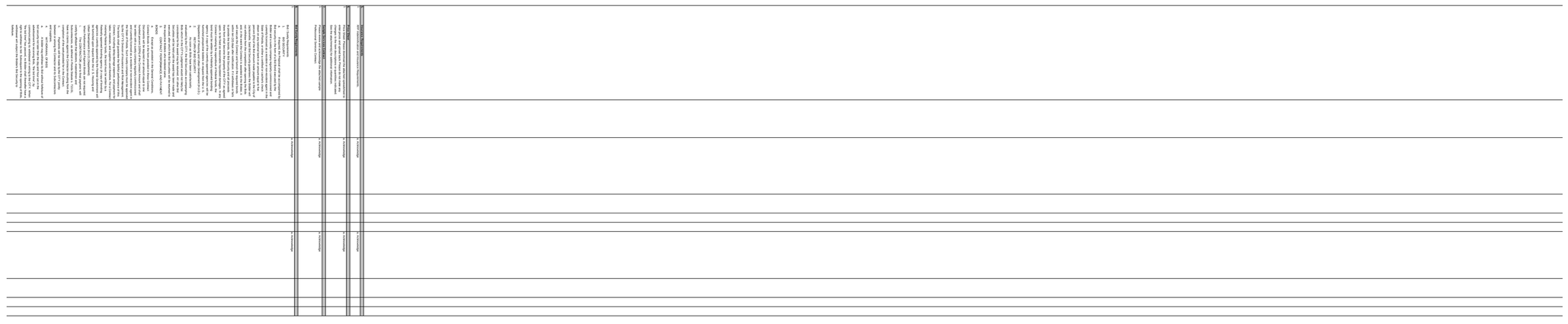
| | | |
|---|---|---|
| Solicitation: **Informal RFP - Non-Federal** | Responses Received: **2** | Invited Respondents: **3** |
| Procurement ID: **CO2-NO** | Active Responses: **2** | Will Participate: **2** |
| Close Date: **3/17/2026 16:00** | Shortlisted Responses: **2** | Responded: **2** |
| Solicitation Contact: **MM** | | |

## Overview

| | AT&T Enterprises, LLC | AT&T Enterprises, LLC | Comcast Holdings Corporation | Comcast Holdings Corporation |
|---|---|---|---|---|
| | **Response: 450453** | **Response: 450453** | **Response: 450508** | |
| Business Relationship | Signed Authorized | | Signed Authorized | |
| Contact Name | | | | |
| Contact Phone | Sindhu Okito | | Hunt, Sara | |
| Response Status | Active | | Active | |
| Submitted By | Michael | | Michael | |
| Requested Amount | 249.55M | | 4.42B | |
| Prior Award Amount | | | | |
| Point of Response | 3/17/2026 11:14 | | 3/17/2026 10:44 | |
| Response Number | | | | |
| Alternate Number | | | | |
| Note to Buyer | | | | |
| Bid Bond Required | No | | No | |
| **Requirements** Hide Scoring Criteria | **Individual scores** | | **Individual scores** | |
| | **Scoring Tools** | | **Scoring Tools** | |
| **Requirement** / **Target Value** | **AT&T Enterprises, LLC Response: 450453** | Individual Score / Individual Comments | **Comcast Holdings Corporation Response: 450508** | Individual Score / Individual Comments |
| **Total Score** | **101.00** | | **101.00** | |
| **Attestation** | | | | |
| Type name, title, and email of person submitting bid in the comments box. | a. Acknowledge | | a. Acknowledge | |
| Comments | Chris Whatley, Lead Cheetl Solutions | | Pete Zuck KAE | |
| Type | a. Acknowledge | | a. Acknowledge | |
| Comments | AT&T Enterprises, LLC | | Comcast Business Communications | |
| 1. No Alterations: Bidder has not altered the original Solicitation document in any way. Bidder understands that any such alteration of the original solicitation document may result in rejection of the bid. | a. Acknowledge | | a. Acknowledge | |
| 2. Solicitation Silence: The Solicitation Silence policy is in effect for this solicitation and all communications related to this solicitation must be in writing to the designated procurement representative. Violations of the solicitation silence policy may result in the rejection/disqualification of the submission. | a. Acknowledge | | a. Acknowledge | |
| 3. Legal authorization and solicitation specific minimum requirements: All bidders must be legally authorized to do business in Duval County and shall comply with all applicable laws and rules. Failure to provide proper evidence for meeting any of these requirements may be grounds for rejection. Vendor shall provide proof of applicable local business licenses and particulars such as specific licenses, experience on similar projects, years of expertise in the area etc. | a. Acknowledge | | a. Acknowledge | |
| Comments | See attached iconicorp.pdf for AT&T | | | |
| 4. Certification of No Conflict of Interest: Supplier certifies that no official or employee of the City or independent agency requiring the goods or services described in the specifications has a material financial interest in the Contractor's company. Supplier must complete and submit the attached Conflict of Interest Statement fully detailing any potential conflicts. | a. Contractor certifies that no official or employee of the City or independent agency requiring the goods or services described in the specifications has a material financial interest in the Contractor's company. | | a. Contractor certifies that no official or employee of the City or independent agency requiring the goods or services described in the specifications has a material financial interest in the Contractor's company. | |
| 5. Equal Business Opportunity Program: Pursuant to Part 5 of Chapter 126, Jacksonville Ordinance Code, the City of Jacksonville encourages the utilization and participation of Small Business and Emerging Businesses (SBEs) in its contract awards, based upon availability. It is the City's intent in adopting this program to reflect the philosophy with regards to enhancing participation of JSEBs in all areas of procurement. | a. Acknowledge | | a. Acknowledge | |
| 6. Electronic Signature: I understand this acknowledgement serves as my electronic signature and has the same force and effect as a personal signature. | a. Acknowledge | | a. Acknowledge | |
| **Submitted Statement** | | | | |
| 7. Submittal Statement: Bidder certifies that this proposal is made in good faith, without collusion or connection withany other entity bidding on this work. Bidder has examined and read all Drawings, Specifications, General and Special Conditions,and other Contract Documents, and all Addenda thereto, and is acquainted with and fullyunderstands the extent and character of the work required by the Contract Documents and Specifthatequirements, for the proposed work. Bidder certifies that no officer or agent of the CITY will directly or indirectly benefit from this bid.Bidder states that this Proposal is made in conformity with the Contract Documents, and that Bidder has fully informed itself regarding differences between its Proposal and the Contract Documents,the provisions of the latter shall prevail. Bidder certifies that it has carefully examined the foregoing Proposal after the same wascompleted and has verified the accuracy and completeness of the information contained and warrantsthat the CITY, against any cost, damage or expense which may be incurred or caused by anyerror in the Bidder's preparation of same. Bidder states that all applicable laws are included in the bidprice, that the price of the Contract,including sales tax, is not exempt from the State or Local Sales or Use taxes, and paymentof such taxes is the responsibility of the Bidder. The undersigned Bidder agrees to keep its bid in effect for a period of sixty (60) calendar days,from and after the CITY time to award the bid, should it be awarded, and tmeto prepare and execute the contract (or issue the purchase order). This time period begins atthe time bids are opened and ends upon the issuance of Notice to Proceed by the CITY. The Bidder further agrees that it will be bound throughout the t'ie of the Contract. Failure of the CITY totrouse NTP within the specified time period shall allow Bidder to withdraw its Bid andshall not be considered in default, penalty or forfeiture of Bid Bond. Failure of the CITY to execute a contract within the specified time period shall not entitle Bidder to an adjustment of its Bid prices,unless mutually agreeable by the CITY. Bidder shall, under penalty of perjury and contract termination, that it has all required licenses tqualifiem the work required to fulfill the terms of the contract resulting from a successful bid.Furthermore, the Bidder affirms that all subcontractors requiring to be licensed are listed in itsresponse and are properly licensed to perform work on their respective portions of this project. | a. Acknowledge | | a. Acknowledge | |
| **Attachments** | | | | |
| 8. Scope of Services: The Procurement of the City of Jacksonville, Florida and The office of Technology Solutions, Jacksonville Public Library System is seeking pricing for-in and WAN connect (s) as outlined in the bid documents provided. JPL intends to contract for point-to-point Wide Area Network (WAN) fiber connectivity to twenty-one (21) library branches (the Main Library has City of Jacksonville fiber) and Internet Access (IA) for the library system. The new services MUST begin on July 1, 2026, which represents the expiration of the current services. All Monthly Recurcuring or Special Construction billing will not begin until July 1, 2026. Internet Access may be for a bundled in and WAN service. Service Providers must bid on both Internet and WAN service requests. Partial bids will not be accepted. JPL prefers leased-fi fiber service but will accept proposals for any transport option that meets the requirements of this RFP.:<br><br>1. WAN: The monthly bid price for WAN services will be inclusive of all charges, with no one-time or construction costs for the fully managed leased service billed separately. Service Providers must bid on the leased fiber installed if there are any one-time or special construction costs. These must be noted on Form 1 – Price Sheet.<br><br>2. Internet Access: The monthly bid price for Internet will be inclusive of all charges. If there are any one-time or special construction costs, these must be noted on Form 1 – Price Sheet. Billing will begin on July 1, 2026, which corresponds to the E-Rate Funding year start.<br><br>Jacksonville Public Library System will consider traditional network designs (such as hub and spoke) or alternative proposals that, in accordance with E-Rate guidance, maximize cost effectiveness. Service Providers should propose the most cost effective network design consideration nuaies. Jacksonville Public Library System is not advocating or mandating any pieco-ceivcal network design or construction route and leaves this decision up to the Service Provider to present their best solution that meets the requirements of this RFP.<br>Internet and WAN services can include special construction or one-time E-Rate eligible non-recurring costs as well as E-Rate eligible recurring circuit costs. Special Construction costs related to building out a network must be separated from the recurring circuit costs. For the terminology, special construction refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities. If no new fiber is installed, any installation costs are considered standard non-recurring charges. Special Construction does not include construction changes in connection with leased-to fiber. Special construction charges eligible for Category One support consist of three components:<br>1. Construction of network facilities<br><br>2. Design and engineering<br><br>3. Project management<br>**Note:** The term "special construction" does not include network equipment necessary to light fiber; nor the services necessary to maintain the fiber. Charges for network equipment and fiber maintenance are eligible for Category One support as separate services, but not as special construction.<br>**Deliverables:**To provide WAN point-to-point connectivity from twenty-one (21) libraries to head end and internet access for the library system.Special Construction/Installation Plan: Installation must align with the City of Jacksonville's change management process and have prior approvals.Head ends for WAN connectivity will be reviewed and set at the required locations below. The head ends will be designed in a high availability redundancy configuration. The hand-off is expected to be "bracketed or spliced".<br>—Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202 – Demarcation Point: 4th Floor Datacenter<br><br>WAN connections are expected to be delivered to the eligible service locations from the Ghess head ends to the branch locations listed in this RFP.<br><br>Internet access will be at the below location and the "hand-off is expected to be "spliced".<br><br>—Ed Ball Building, 214 N. Hogan St., Jacksonville, FL 32202 – Demarcation Point<br><br>**Internet Access**<br>The Jacksonville Public Library System must have dedicated symmetrical bandwidth (upload and download) with a minimum of 2 Gbps, with Service Level Agreement (SLA) guarantees between the designated endpoints. Bidders are requested to submit offers for incremental bandwidths from 4 – 10 Gbps in 2 Gbps incrementc. The solution must be scalable to 10 Gbps.<br><br>**Each Service Provider is required to complete the pricing matrix located in Form 1** – Price Sheet of this RFP. If special construction is necessary, Service Providers are required to separate out pricing from the standard MRC. No increased pricing will be allowed during the term of the contract, regardless of the reason. Bidders must provide pricing roll of the matrix. If an increase in bandwidth is requested during the contract period, the contract does not renew. As bandwidth needs are ceiwsfly-rising, Service Providers are free to bid higher tiers of bandwidth than what is requested to demonstrate their future scalability.<br><br>**Wide Area Network**<br>Jacksonville Public Library System must have dedicated, symmetrical transport bandwidth of minimum 100 Mbps to 10 Gbps, with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable to 1 Gbps WITH 100 Mbps cost increments. JPL prefers leased-fi fiber service, however, all transport options that are able to meet the requirements of this RFP will be considered.<br>**WAN Requirements:**<br><br>—Layer 2 service or functionally equivalent data transport that does not traverse the public Internet Service should allow the district to manage its own IP addressing and routing! Providers may propose any eligible technology (e.g., H fiber, microwave, leased dark fiber with electronics, etc.) capable of meeting the specifications of this RFP.<br><br>**Optional**: District WAN (hub). Provide only if part of a Service Provider's network design.<br>If provided as part of your network design, the District WAN (hub) must be provided as a dedicated, symmetrical transport bandwidth of a minimum of 2 Gbps. The solution must be scalable to 10 Gbps in 2 Gbps increments.<br><br>Price quotes are requested for a three (3) year term with two (2) optional renewal years. Service Providers are required to complete the pricing matrix located in Form 1 – Price Sheet of this RFP. If an increase in bandwidth is requested or a new site is added during an existing contract period, the contract does not renew. The term and billing will be co-termed with the current contract period.<br><br>**Branch Locations:** | a. Acknowledge | | a. Acknowledge | |
| **Attachments** | | | | |
| 9. Service Level Agreement: Specifications: The successful agreement/ The Service Provider will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following contents and how these services will be measured:<br>—Network Availability: The Service Provider will make all reasonable efforts to ensure 99.99% network availability of each circuit / 20% frame/packet loss commitment (Ziros network frame-cy commitments Ziros network jitter commitment. There is no right of the Customer to terminate the SLA or receive credits for a single outage time for any reason. In addition to the required services, the proposal may include, but is not to be limited to, the following: Service Provider Support Functions: The successful will provide customer support functions ( including problem tracking, escalation, and escalation support management on a 24/7/365 basis. The Customer has the right and is encouraged to call concerning any problems with the network. Service Provider Support Functions: Trouble services / Trouble Reporting and Response: Upon interruption, degradation, or loss of service, the Customer may contact the Service Provider by defined method with a response based on tiouble level. Upon contact from the Customer, the Service Provider will immediately and initiating an immediate response to resolve any Customer issue. The Customer will receive rapid feedback on trouble resolutions including potential resolution time.<br><br>—Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation begins. Escalation contacts will be provided when the trouble is notified immediately once the problem is resolved and will be asked for verbal closure of the incident.• Trouble Reporting, Escalation and Resolution: A detailed trouble reporting, escalation, and resolution plan will be provided to the Customer upon request. The Service Provider's commitment is to respond to any outage within two (2) hours with a four (4) hour restoration of service. Time starts from the time the Customer contacts the Service Provider and identifies the problem. Credits for outages of cmelage will be made available to the Customer. Credits will automatically be made available to the Customer within five (5) working days of resolution of the trouble.• Link Performance per Segment: The service will maintain the proposed link performance throughout the term of the contract.<br><br>—Historical Uptime: The Service Provider shall provide aggregate uptime statistics for their proposed service in the geographic area encompassing Jacksonville Public Library System.<br><br>**Timeline**For each response, Service Providers must include a timeline for bringing all sites and services online and an explanation of how much they are able to adhere to Jacksonville Public Library System's specified timeline. Service Providers must demonstrate how quickly they should be able to bring all sites online by the July 1, 2026, start of the funding year.<br>**Demarcation**If solicitations must terminate service or infrastructure in the demarcation point at the addresses listed in this RFP, Service Providers must specify the property line but not to the demarcation point are not acceptable. The Service Provider must specify specific demarcation setup included in base fees (e.g., wall mounted CPE and CAT5e handoff).<br>**Network Diagram**Service Providers must include a network diagram displaying the paths to be used to serve each endpoint.<br>**References**Service Providers must provide at least three (3) references on the Professional Business References form provided in this RFP. Preferred references include (preferably in ~ 12)3 ie a successful E-Rate Category 1 Delivery/Implementation project equivalent to the size of the | a. Acknowledge | | a. Acknowledge | |

| | | |





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# Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

| | | |
|---|---|---|
| Solicitation **Informal RFP - Non-Constru** | Responses Received **2** | Invited Suppliers **97** |
| Procurement BU **COJ BU** | Active Responses **2** | Will Participate **3** |
| Close Date **3/17/2026 16:00** | Shortlisted Responses **2** | Responded **2** |
| Solicitation Currency **USD** | | |

## Lines

| | | | | | |
|---|---|---|---|---|---|
| Number of Awarded Lines | **0** | Total Current Value | | Total Savings Amount | |
| Number of Awarded Suppliers | **0** | Total Award Amount | | Total Savings | |

**1 Jacksonville Public Library E-Rate Internet Access and Wide Area Network (WAN) Connectivity**

| | | | | | |
|---|---|---|---|---|---|
| Line Type | **Quantity** | UOM | **USD** | Agreement Quantity | |
| Item | | Start Price | | Award Amount | |
| Item Revision | | Current Price | **1.00** | Savings | |
| Category Name | **915.51 Information Highway Electronic Se** | | | Savings | |

| | **Target Value** | **AT&T Enterprises, LLC Response: 459453** | **Comcast Holdings Corporation Response: 459999** |
|---|---|---|---|
| Business Relationship | | Spend Authorized | Spend Authorized |
| Supplier Site | | | |
| Response Status | | Active | Active |
| Shortlist Status | | Included | Included |
| Rank | | 2 | 1 |
| **Line Pricing** | | | |
| Response Price | | 339,034.08 | 5,426.00 |
| Unit Price Savings | | -339,033.08 | -5,425.00 |
| Unit Price Savings Percent | | -33903308.00% | -542500.00% |
| **Award Decision** | | | |
| Award | | No | No |
| Award Quantity | | | |
| Award Amount | | | |
| Note to Buyer | | | |
| Attachments | | No | No |

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Docusign Envelope ID: 394C659C-E273-41CF-BEEC-66CC93381611

# Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

| | | |
|---|---|---|
| Solicitation **Informal RFP - Non-Constru** | Responses Received **2** | Invited Suppliers **97** |
| Procurement BU **COJ BU** | Active Responses **2** | Will Participate **3** |
| Close Date **3/17/2026 16:00** | Shortlisted Responses **2** | Responded **2** |
| Solicitation Currency **USD** | | |

## Requirements Scoring

### Requirements

| Requirement | | Acceptable Values | Score | Maximum Score |
|---|---|---|---|---|
| **9.** | **Evaluation Criteria** | | | **200** |
| 3. | **E-Rate eligible recurring and one-time Special Construction circuit costs (30 points maximum score)** | a. Acknowledge | | 30 |
| 4. | **Ability to support requirements as laid out in the RFP (25 points maximum score)** | a. Acknowledge | | 25 |
| 5. | **Proposed contract terms and conditions. (10 points maximum score)** | a. Acknowledge | | 10 |
| 6. | **Service Reliability (10 points maximum score)** | a. Acknowledge | | 10 |
| 7. | **Past Experience (10 points maximum score)** | a. Acknowledge | | 10 |
| 8. | **E-Rate ineligible recurring or one-time costs (5 points maximum score)** | a. Acknowledge | | 5 |
| 9. | **Provider references (5 points maximum score)** | a. Acknowledge | | 5 |
| 10. | **Complete bid submission (5 points maximum score)** | a. Acknowledge | | 5 |
| 11. | **E-Rate eligible recurring and one-time Special Construction circuit costs (30 points maximum score)** | a. Acknowledge | | 30 |
| 12. | **Ability to support requirements as laid out in the RFP (25 points maximum score)** | a. Acknowledge | | 25 |
| 13. | **Proposed contract terms and conditions (10 points maximum score)** | a. Acknowledge | | 10 |
| 14. | **Service Reliability (10 points maximum score)** | a. Acknowledge | | 10 |
| 15. | **Past Experience (10 points maximum score)** | a. Acknowledge | | 10 |
| 16. | **E-Rate ineligible recurring or one-time costs (5 points maximum score)** | a. Acknowledge | | 5 |
| 17. | **Provider references (5 points maximum score)** | a. Acknowledge | | 5 |
| 18. | **1) Complete bid submission (5 points maximum score)** | a. Acknowledge | | 5 |

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Docusign Envelope ID: 394C659C-E273-41CF-BEEC-66CC93381611

## Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connecti

| | | |
|---|---|---|
| Solicitation **Informal RFP - Non-Cons** | Responses Received **2** | Invited Suppliers **97** |
| Procurement BU **CO3 BU** | Active Responses **2** | Will Participate **3** |
| Close Date **3/17/2026 16:00** | Shortlisted Responses **2** | Responded **2** |
| Solicitation Currency **USD** | | |

### Line Summary

| Line | Item | Item Revision | Supplier | Business Relationship | UOM | Estimated Quantity | Estimated Total Amount | Award | Agreement Quantity | Rank | Response Price | Score | Response Minimum Release Amount | Supplier Site | Response | Target Minimum Release Amount | Category Name | Line Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 Jacksonville Public Library E-Rate Intern | | | AT&T Enterprises, LLC | Spend Authorized | USD | | | No | | 2 | 339,034.08 | 100.00 | 1.00 | | 459453 | | 915.51 Information Highw ay | Quantity |
| 1 Jacksonville Public Library E-Rate Intern | | | Comcast Holdings Corporat | Spend Authorized | USD | | | No | | 1 | 5,426.00 | 100.00 | 61,118.00 | | 459999 | | 915.51 Information Highw ay | Quantity |

Last Downloaded **3/19/2026 14:12**

Document Envelope ID: 394C9E9C-E273-4 FCF-8E0C-86C2E3B1B1F1

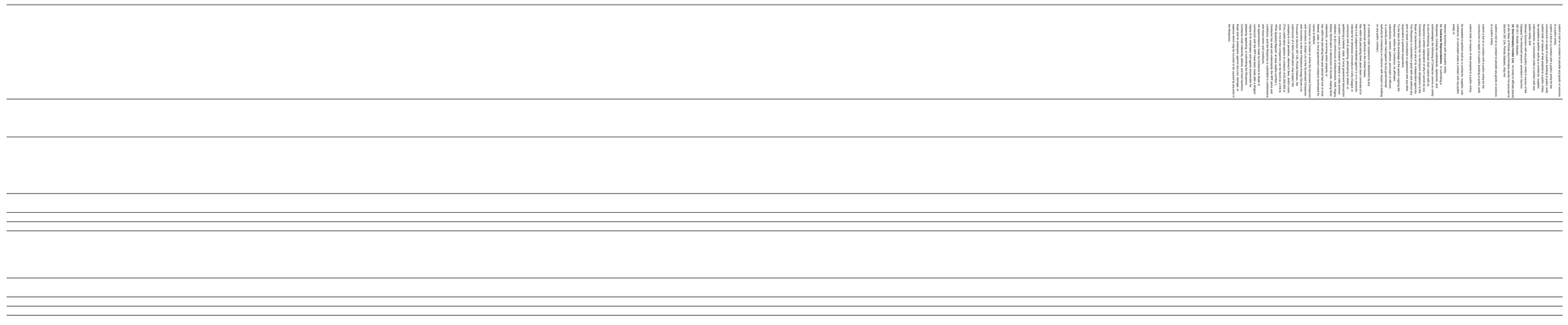
# Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

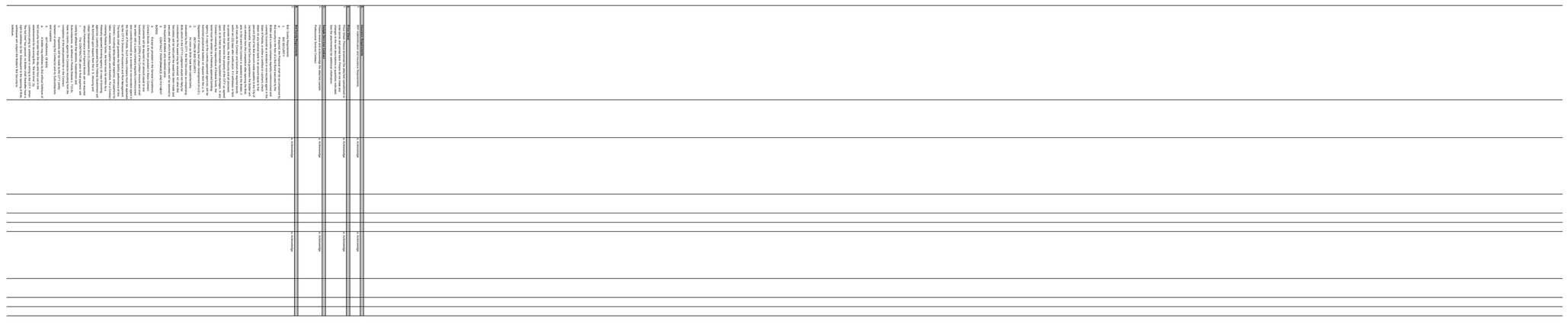
| | | |
|---|---|---|
| Solicitation: **Informal RFP - Non-Federal** | Responses Received: **2** | Invited Respondents: **3** |
| Procurement ID: **CO2-NO** | Active Responses: **2** | Will Participate: **2** |
| Close Date: **3/17/2026 16:00** | Shortlisted Responses: **2** | Responded: **2** |
| Solicitation Contact: **MM** | | |

## Overview

| | AT&T Enterprises, LLC | AT&T Enterprises, LLC | Comcast Holdings Corporation | Comcast Holdings Corporation |
|---|---|---|---|---|
| | **Response: 450453** | **Response: 450453** | **Response: 450508** | |
| Business Relationship | Signed Authorized | | Signed Authorized | |
| Contact Name | | | | |
| Contact Phone | Sindhu Okito | | Hunt, Sara | |
| Response Status | Active | | Active | |
| Submitted By | Michael | | Michael | |
| Requested Amount | 249.55M | | 4.42B | |
| Prior Award Amount | | | | |
| Point of Response | 3/17/2026 11:14 | | 3/17/2026 10:44 | |
| Response Number | | | | |
| Alternate Number | | | | |
| Note to Buyer | | | | |
| Bid Bond Required | No | | No | |
| **Requirements** Hide Scoring Criteria | **Individual scores** | | **Individual scores** | |
| | **Scoring Tools** | | **Scoring Tools** | |
| **Requirement** / **Target Value** | **AT&T Enterprises, LLC Response: 450453** | Individual Score / Individual Comments | **Comcast Holdings Corporation Response: 450508** | Individual Score / Individual Comments |
| **Total Score** | **101.00** | | **101.00** | |
| **Attestation** | | | | |
| Type name, title, and email of person submitting bid in the comments box. | a. Acknowledge | | a. Acknowledge | |
| Comments | Chris Whatley, Lead Cheetl Solutions | | Pete Zuck KAE | |
| Type | a. Acknowledge | | a. Acknowledge | |
| Comments | AT&T Enterprises, LLC | | Comcast Business Communications | |
| 1. No Alterations: Bidder has not altered the original Solicitation document in any way. Bidder understands that any such alteration of the original solicitation document may result in rejection of the bid. | a. Acknowledge | | a. Acknowledge | |
| 2. Solicitation Silence: The Solicitation Silence policy is in effect for this solicitation and all communications related to this solicitation must be in writing to the designated procurement representative. Violations of the solicitation silence policy may result in the rejection/disqualification of the submission. | a. Acknowledge | | a. Acknowledge | |
| 3. Legal authorization and solicitation specific minimum requirements: All bidders must be legally authorized to do business in Duval County and shall comply with all applicable laws and rules. Failure to provide proper evidence for meeting any of these requirements may be grounds for rejection. Vendor shall provide proof of applicable local business licenses and particulars such as specific licenses, experience on similar projects, years of expertise in the area etc. | a. Acknowledge | | a. Acknowledge | |
| Comments | See attached iconicorp.pdf for AT&T | | | |
| 4. Certification of No Conflict of Interest: Supplier certifies that no official or employee of the City or independent agency requiring the goods or services described in the specifications has a material financial interest in the Contractor's company. Supplier must complete and submit the attached Conflict of Interest Statement fully detailing any potential conflicts. | a. Contractor certifies that no official or employee of the City or independent agency requiring the goods or services described in the specifications has a material financial interest in the Contractor's company. | | a. Contractor certifies that no official or employee of the City or independent agency requiring the goods or services described in the specifications has a material financial interest in the Contractor's company. | |
| 5. Equal Business Opportunity Program: Pursuant to Part 5 of Chapter 126, Jacksonville Ordinance Code, the City of Jacksonville encourages the utilization and participation of Small Business and Emerging Businesses (SBEs) in its contract awards, based upon availability. It is the City's intent in adopting this program to reflect the philosophy with regards to enhancing participation of JSEBs in all areas of procurement. | a. Acknowledge | | a. Acknowledge | |
| 6. Electronic Signature: I understand this acknowledgement serves as my electronic signature and has the same force and effect as a personal signature. | a. Acknowledge | | a. Acknowledge | |
| **Submitted Statement** | | | | |
| 7. Submittal Statement: Bidder certifies that this proposal is made in good faith, without collusion or connection withany other entity bidding on this work. Bidder has examined and read all Drawings, Specifications, General and Special Conditions,and other Contract Documents, and all Addenda thereto, and is acquainted with and fullyunderstands the extent and character of the work required by the Contract Documents and Specifthatequirements, for the proposed work. Bidder certifies that no officer or agent of the CITY will directly or indirectly benefit from this bid.Bidder states that this Proposal is made in conformity with the Contract Documents, and that Bidder has fully informed itself regarding differences between its Proposal and the Contract Documents,the provisions of the latter shall prevail. Bidder certifies that it has carefully examined the foregoing Proposal after the same wascompleted and has verified the accuracy and completeness of the information contained and warrantsthat the CITY, against any cost, damage or expense which may be incurred or caused by anyerror in the Bidder's preparation of same. Bidder states that all applicable laws are included in the bidprice, that the price of the Contract,including sales tax, is not exempt from the State or Local Sales or Use taxes, and paymentof such taxes is the responsibility of the Bidder. The undersigned Bidder agrees to keep its bid in effect for a period of sixty (60) calendar days,from and after the CITY time to award the bid, should it be awarded, and tmeto prepare and execute the contract (or issue the purchase order). This time period begins atthe time bids are opened and ends upon the issuance of Notice to Proceed by the CITY. The Bidder further agrees that it will be bound throughout the t'ie of the Contract. Failure of the CITY totrouse NTP within the specified time period shall allow Bidder to withdraw its Bid andshall not be considered in default, penalty or forfeiture of Bid Bond. Failure of the CITY to execute a contract within the specified time period shall not entitle Bidder to an adjustment of its Bid prices,unless mutually agreeable by the CITY. Bidder shall, under penalty of perjury and contract termination, that it has all required licenses tqualifiem the work required to fulfill the terms of the contract resulting from a successful bid.Furthermore, the Bidder affirms that all subcontractors requiring to be licensed are listed in itsresponse and are properly licensed to perform work on their respective portions of this project. | a. Acknowledge | | a. Acknowledge | |
| **Attachments** | | | | |
| 8. Scope of Services: The Procurement of the City of Jacksonville, Florida and The office of Technology Solutions, Jacksonville Public Library System is seeking pricing for-in and WAN connect (s) as outlined in the bid documents provided. JPL intends to contract for point-to-point Wide Area Network (WAN) fiber connectivity to twenty-one (21) library branches (the Main Library has City of Jacksonville fiber) and Internet Access (IA) for the library system. The new services MUST begin on July 1, 2026, which represents the expiration of the current services. All Monthly Recurcuring or Special Construction billing will not begin until July 1, 2026. Internet Access may be for a bundled in and WAN service. Service Providers must bid on both Internet and WAN service requests. Partial bids will not be accepted. JPL prefers leased-fi fiber service but will accept proposals for any transport option that meets the requirements of this RFP.:<br><br>1. WAN: The monthly bid price for WAN services will be inclusive of all charges, with no one-time or construction costs for the fully managed leased service billed separately. Service Providers must bid on the leased fiber installed if there are any one-time or special construction costs. These must be noted on Form 1 – Price Sheet.<br><br>2. Internet Access: The monthly bid price for Internet will be inclusive of all charges. If there are any one-time or special construction costs, these must be noted on Form 1 – Price Sheet. Billing will begin on July 1, 2026, which corresponds to the E-Rate Funding year start.<br><br>Jacksonville Public Library System will consider traditional network designs (such as hub and spoke) or alternative proposals that, in accordance with E-Rate guidance, maximize cost effectiveness. Service Providers should propose the most cost effective network design consideration nuaies. Jacksonville Public Library System is not advocating or mandating any pieco-ceivcal network design or construction route and leaves this decision up to the Service Provider to present their best solution that meets the requirements of this RFP.<br>Internet and WAN services can include special construction or one-time E-Rate eligible non-recurring costs as well as E-Rate eligible recurring circuit costs. Special Construction costs related to building out a network must be separated from the recurring circuit costs. For the terminology, special construction refers to the upfront, non-recurring costs associated with the installation of new fiber to or between eligible entities. If no new fiber is installed, any installation costs are considered standard non-recurring charges. Special Construction does not include construction changes in connection with leased-to fiber. Special construction charges eligible for Category One support consist of three components:<br>1. Construction of network facilities<br><br>2. Design and engineering<br><br>3. Project management<br>**Note:** The term "special construction" does not include network equipment necessary to light fiber; nor the services necessary to maintain the fiber. Charges for network equipment and fiber maintenance are eligible for Category One support as separate services, but not as special construction.<br>**Deliverables:**To provide WAN point-to-point connectivity from twenty-one (21) libraries to head end and internet access for the library system.Special Construction/Installation Plan: Installation must align with the City of Jacksonville's change management process and have prior approvals.Head ends for WAN connectivity will be reviewed and set at the required locations below. The head ends will be designed in a high availability redundancy configuration. The hand-off is expected to be "bracketed or spliced".<br>—Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202 – Demarcation Point: 4th Floor Datacenter<br><br>WAN connections are expected to be delivered to the eligible service locations from the Ghess head ends to the branch locations listed in this RFP.<br><br>Internet access will be at the below location and the "hand-off is expected to be "spliced".<br><br>—Ed Ball Building, 214 N. Hogan St., Jacksonville, FL 32202 – Demarcation Point<br><br>**Internet Access**<br>The Jacksonville Public Library System must have dedicated symmetrical bandwidth (upload and download) with a minimum of 2 Gbps, with Service Level Agreement (SLA) guarantees between the designated endpoints. Bidders are requested to submit offers for incremental bandwidths from 4 – 10 Gbps in 2 Gbps incrementc. The solution must be scalable to 10 Gbps.<br><br>**Each Service Provider is required to complete the pricing matrix located in Form 1** – Price Sheet of this RFP. If special construction is necessary, Service Providers are required to separate out pricing from the standard MRC. No increased pricing will be allowed during the term of the contract, regardless of the reason. Bidders must provide pricing roll of the matrix. If an increase in bandwidth is requested during the contract period, the contract does not renew. As bandwidth needs are ceiwsfly-rising, Service Providers are free to bid higher tiers of bandwidth than what is requested to demonstrate their future scalability.<br><br>**Wide Area Network**<br>Jacksonville Public Library System must have dedicated, symmetrical transport bandwidth of minimum 100 Mbps to 10 Gbps, with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable to 1 Gbps WITH 100 Mbps cost increments. JPL prefers leased-fi fiber service, however, all transport options that are able to meet the requirements of this RFP will be considered.<br>**WAN Requirements:**<br><br>—Layer 2 service or functionally equivalent data transport that does not traverse the public Internet Service should allow the district to manage its own IP addressing and routing! Providers may propose any eligible technology (e.g., H fiber, microwave, leased dark fiber with electronics, etc.) capable of meeting the specifications of this RFP.<br><br>**Optional**: District WAN (hub). Provide only if part of a Service Provider's network design.<br>If provided as part of your network design, the District WAN (hub) must be provided as a dedicated, symmetrical transport bandwidth of a minimum of 2 Gbps. The solution must be scalable to 10 Gbps in 2 Gbps increments.<br><br>Price quotes are requested for a three (3) year term with two (2) optional renewal years. Service Providers are required to complete the pricing matrix located in Form 1 – Price Sheet of this RFP. If an increase in bandwidth is requested or a new site is added during an existing contract period, the contract does not renew. The term and billing will be co-termed with the current contract period.<br><br>**Branch Locations:** | a. Acknowledge | | a. Acknowledge | |
| **Attachments** | | | | |
| 9. Service Level Agreement: Specifications: The successful agreement/ The Service Provider will provide a proposed Service Level Agreement (SLA) with the RFP response. The proposal must include a description of the following contents and how these services will be measured:<br>—Network Availability: The Service Provider will make all reasonable efforts to ensure 99.99% network availability of each circuit / 20% frame/packet loss commitment (Ziros network frame-cy commitments Ziros network jitter commitment. There is no right of the Customer to terminate the SLA or receive credits for a single outage time for any reason. In addition to the required services, the proposal may include, but is not to be limited to, the following: Service Provider Support Functions: The successful will provide customer support functions ( including problem tracking, escalation, and escalation support management on a 24/7/365 basis. The Customer has the right and is encouraged to call concerning any problems with the network. Service Provider Support Functions: Trouble services / Trouble Reporting and Response: Upon interruption, degradation, or loss of service, the Customer may contact the Service Provider by defined method with a response based on tiouble level. Upon contact from the Customer, the Service Provider will immediately and initiating an immediate response to resolve any Customer issue. The Customer will receive rapid feedback on trouble resolutions including potential resolution time.<br><br>—Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation begins. Escalation contacts will be provided when the trouble is notified immediately once the problem is resolved and will be asked for verbal closure of the incident.• Trouble Reporting, Escalation and Resolution: A detailed trouble reporting, escalation, and resolution plan will be provided to the Customer upon request. The Service Provider's commitment is to respond to any outage within two (2) hours with a four (4) hour restoration of service. Time starts from the time the Customer contacts the Service Provider and identifies the problem. Credits for outages of cmelage will be made available to the Customer. Credits will automatically be made available to the Customer within five (5) working days of resolution of the trouble.• Link Performance per Segment: The service will maintain the proposed link performance throughout the term of the contract.<br><br>—Historical Uptime: The Service Provider shall provide aggregate uptime statistics for their proposed service in the geographic area encompassing Jacksonville Public Library System.<br><br>**Timeline**For each response, Service Providers must include a timeline for bringing all sites and services online and an explanation of how much they are able to adhere to Jacksonville Public Library System's specified timeline. Service Providers must demonstrate how quickly they should be able to bring all sites online by the July 1, 2026, start of the funding year.<br>**Demarcation**If solicitations must terminate service or infrastructure in the demarcation point at the addresses listed in this RFP, Service Providers must specify the property line but not to the demarcation point are not acceptable. The Service Provider must specify specific demarcation setup included in base fees (e.g., wall mounted CPE and CAT5e handoff).<br>**Network Diagram**Service Providers must include a network diagram displaying the paths to be used to serve each endpoint.<br>**References**Service Providers must provide at least three (3) references on the Professional Business References form provided in this RFP. Preferred references include (preferably in ~ 12)3 ie a successful E-Rate Category 1 Delivery/Implementation project equivalent to the size of the | a. Acknowledge | | a. Acknowledge | |

| | | |





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# Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

| | | |
|---|---|---|
| Solicitation **Informal RFP - Non-Constru** | Responses Received **2** | Invited Suppliers **97** |
| Procurement BU **COJ BU** | Active Responses **2** | Will Participate **3** |
| Close Date **3/17/2026 16:00** | Shortlisted Responses **2** | Responded **2** |
| Solicitation Currency **USD** | | |

## Lines

| | | | | | |
|---|---|---|---|---|---|
| Number of Awarded Lines | **0** | Total Current Value | | Total Savings Amount | |
| Number of Awarded Suppliers | **0** | Total Award Amount | | Total Savings | |

**1 Jacksonville Public Library E-Rate Internet Access and Wide Area Network (WAN) Connectivity**

| | | | | | |
|---|---|---|---|---|---|
| Line Type | **Quantity** | UOM | **USD** | Agreement Quantity | |
| Item | | Start Price | | Award Amount | |
| Item Revision | | Current Price | **1.00** | Savings | |
| Category Name | **915.51 Information Highway Electronic Se** | | | Savings | |

| | **Target Value** | **AT&T Enterprises, LLC Response: 459453** | **Comcast Holdings Corporation Response: 459999** |
|---|---|---|---|
| Business Relationship | | Spend Authorized | Spend Authorized |
| Supplier Site | | | |
| Response Status | | Active | Active |
| Shortlist Status | | Included | Included |
| Rank | | 2 | 1 |
| **Line Pricing** | | | |
| Response Price | | 339,034.08 | 5,426.00 |
| Unit Price Savings | | -339,033.08 | -5,425.00 |
| Unit Price Savings Percent | | -33903308.00% | -542500.00% |
| **Award Decision** | | | |
| Award | | No | No |
| Award Quantity | | | |
| Award Amount | | | |
| Note to Buyer | | | |
| Attachments | | No | No |

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# Award Solicitation: Jacksonville Public Library E-Rate Internet Access WAN Connectivity

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| Solicitation **Informal RFP - Non-Constru** | Responses Received **2** | Invited Suppliers **97** |
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## Requirements Scoring

### Requirements

| Requirement | | Acceptable Values | Score | Maximum Score |
|---|---|---|---|---|
| **9.** | **Evaluation Criteria** | | | **200** |
| 3. | **E-Rate eligible recurring and one-time Special Construction circuit costs (30 points maximum score)** | a. Acknowledge | | 30 |
| 4. | **Ability to support requirements as laid out in the RFP (25 points maximum score)** | a. Acknowledge | | 25 |
| 5. | **Proposed contract terms and conditions. (10 points maximum score)** | a. Acknowledge | | 10 |
| 6. | **Service Reliability (10 points maximum score)** | a. Acknowledge | | 10 |
| 7. | **Past Experience (10 points maximum score)** | a. Acknowledge | | 10 |
| 8. | **E-Rate ineligible recurring or one-time costs (5 points maximum score)** | a. Acknowledge | | 5 |
| 9. | **Provider references (5 points maximum score)** | a. Acknowledge | | 5 |
| 10. | **Complete bid submission (5 points maximum score)** | a. Acknowledge | | 5 |
| 11. | **E-Rate eligible recurring and one-time Special Construction circuit costs (30 points maximum score)** | a. Acknowledge | | 30 |
| 12. | **Ability to support requirements as laid out in the RFP (25 points maximum score)** | a. Acknowledge | | 25 |
| 13. | **Proposed contract terms and conditions (10 points maximum score)** | a. Acknowledge | | 10 |
| 14. | **Service Reliability (10 points maximum score)** | a. Acknowledge | | 10 |
| 15. | **Past Experience (10 points maximum score)** | a. Acknowledge | | 10 |
| 16. | **E-Rate ineligible recurring or one-time costs (5 points maximum score)** | a. Acknowledge | | 5 |
| 17. | **Provider references (5 points maximum score)** | a. Acknowledge | | 5 |
| 18. | **1) Complete bid submission (5 points maximum score)** | a. Acknowledge | | 5 |

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