



1900 Kanawha Blvd. East | Building 3 | Suite 100
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RESPONSE TO WRITTEN QUESTIONS • RFP #TOR2600000003
FY2026 WVLS C1 DEDICATED INTERNET ACCESS & FILTERING
ADDENDUM 1

This Addendum is issued to clarify and supplement the original Request for Proposals (RFP). The questions below were submitted in writing by prospective proposers, and the responses are provided to ensure consistent interpretation of the solicitation.

Responses to written questions shall become part of the RFP and be binding upon proposers. All proposers are responsible for reviewing this Addendum and incorporating the clarifications herein into their proposals.

Except as expressly modified by this Addendum, all terms, conditions, and requirements of the RFP remain unchanged and in full force and effect.



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QUESTION 1

Would the sites be made available for site visits to assess networking, conduit, accessibility?

ANSWER:

See page 1 of the RFP, Item 2. "Requests for site visits will not be entertained." Proposers are responsible for relying on the information provided in this RFP and associated attachments. No additional site visits will be permitted. All pricing must include any labor or materials necessary to deliver service to the designated demarcation point.

QUESTION 2

With the cutover deadline being aggressive, is the customer willing to file an extension with FCC Form 500 for the funding year to begin? Could this be extended to July 1, 2027?

ANSWER:

Under E-Rate rules, recurring services for Funding Year 2026 must begin July 1, 2026 and must be delivered within that funding year (July 1, 2026 – June 30, 2027).

FCC Form 500 cannot be used to delay the start of recurring services to a later funding year (e.g., July 1, 2027). Form 500 extensions apply only to non-recurring service delivery deadlines under limited circumstances.

Accordingly, services procured under this RFP for Funding Year 2026 must commence on or after July 1, 2026, and cannot be deferred to July 1, 2027, under E-Rate rules.

The anticipated service start date is July 1, 2026. Vendors must demonstrate ability to meet this timeline. Delayed implementation beyond the funding year will not be accommodated.

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QUESTION 3

Can you provide an approximate number of devices/users for each site in order to better provide pricing for DNS filtering?

ANSWER:

These services are for public libraries statewide. While individual library device counts vary, the State Library pays for the services on behalf of all participating libraries.

For informational purposes only, the FY25 survey reflects approximately 1,109 public-access computers statewide and 257,877 total computer sessions during FY25. **These figures are estimates and are provided solely to inform proposal development.** They do not constitute guaranteed minimums or maximums.

QUESTION 4

Can you better clarify what is meant by DIA (Direct Internet Access)?

ANSWER:

Direct Internet Access (DIA) refers to a dedicated Internet access circuit that provides both transport and Internet connectivity to a single library location. The circuit is not shared with other community users and is provisioned exclusively for that individual library's use.

Each site receives its own dedicated bandwidth and connection to the service provider's network, consistent with the mandatory bandwidth and SLA requirements in Section 4.

QUESTION 5

Does DIA require a direct public IP or are NAT addresses acceptable?

ANSWER:

Per 4.2.2.8, provision of static public IPv4 addressing as specified is mandatory. The solution must include static public IPv4 addressing as specified in Section 4.2.2.8. Each site must receive six (6) public IPv4 addresses with five (5) usable addresses to allow direct termination of vendor systems. NAT-only solutions are not acceptable substitutes for the required public addressing. NAT-only solutions will be deemed non-responsive.



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QUESTION 6

Section 4.2.1.5 indicates required SLA. Are there penalties applied if those are not met? Are exceptions allowed for environmental factors or other items beyond provider control?

ANSWER:

Yes. The Service Level Agreement (SLA) requirements in Section 4.2.1.5 are material terms of the contract. The provider will explain how they will identify outages that qualify for credits in 4.2.1.8. And will be calculated, applied, and communicated.

If SLA metrics are not met, per 4.2.1.5., the provider will be subject to service credits and other remedies as defined in the final contract. Chronic or material failure to meet SLA standards may constitute breach and may result in termination for cause.

However, SLA failures resulting from force majeure events or circumstances beyond the provider's reasonable control (e.g., natural disasters, widespread utility outages, third-party fiber cuts not caused by the provider, etc.) will be evaluated consistent with standard industry force majeure provisions and the terms of the executed agreement.

QUESTION 7

4.2.1.6. Provide aggregate uptime statistics for your proposed service in the area encompassing each entity in the Pricing Attachment. Would this exclude us from consideration? Is this a make or break?

ANSWER:

Section 4.2.1.6 is included in the Technical Proposal section of the RFP and is part of the scored evaluation criteria.

This item is not a mandatory requirement for proposal responsiveness. However, proposals will be evaluated based on the information provided in response to this section.

Failure to provide requested technical documentation may reduce a vendor's technical score but will not result in automatic disqualification unless otherwise specified.



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QUESTION 8

What is defined as a demarcation point? MDF Room? etc.

ANSWER:

The demarcation point (“demarc”) is defined as the physical handoff location inside each library facility where the service provider’s network terminates and connects to customer-owned equipment.

Because each library facility is different, the exact demarcation location may vary by site. Vendor pricing must include all costs necessary to deliver service to the agreed-upon interior demarcation point at each site.

QUESTION 9

Firewall? Do we need to supply? Filtering?

ANSWER:

Per 4.2.2.9, Proposers must include content filtering services as part of the proposed bundled Internet solution. Proposals that do not include both services will be deemed non-responsive.

Firewall is not required. Filtering must be included in the pricing/bid, supplied directly, or via a subcontracted offering.

QUESTION 10

c. Dependency on internal LAN routing for vendor-hosted services -What is meant by vendor-hosted services? Is this something you would do, or something our company needs to do? We're just looking for an explanation here/what is envisioned

ANSWER:

Vendor-hosted services” refers to third-party hosted applications utilized by the libraries that require reliable Internet connectivity but are not hosted by the awarded Internet provider, including but not limited to Library Automation Systems such as The Library Corporation, Innovative Interfaces, and Sirsi/Dynix. These are day-to-day operational services, including book/materials circulation, cataloging, etc. Other services include third-party database systems and media offerings such as EBSCO, Hoopla, Overdrive, etc.





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QUESTION 11

E-Rate Credits issued today are different than noted in the RFP - do we need to address that in our response?

ANSWER:

Per 4.2.2.26., The Agency/Applicant requires the E-Rate SPI discount method to be applied to vendor-issued invoices. Vendor is responsible for submitting reimbursement requests via the FCC Form 474 by the invoice deadline. The Agency/Applicant will not be responsible for repayment of funds not claimed by the vendor due to the untimely filing of the FCC Form 474. Vendors unwilling or unable to offer SPI (Service Provider Invoicing) discounts will be disqualified.





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Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form.

Failure to acknowledge addenda may result in bid disqualification.

Addendum 1 - **Clarification of questions**

I understand that failure to confirm receipt of the addenda may result in the rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing

