

KANSAS CITY PUBLIC LIBRARY

REQUEST FOR PROPOSAL FOR WI-FI HOTSPOTS

E-Rate Year 28 – 2025-2026

December 17, 2024



**Kansas City
Public Library**

14 West 10th Street
Kansas City, Missouri 64105

Proposals will be accepted until:

11:00 a.m. (Local Time)
Tuesday, January 14, 2025

Kansas City Public Library Request for Proposal For Wi-Fi Hotspots

Instructions to Proposers

General Instructions

The Kansas City Public Library (“Library”) invites qualified applicants to submit a proposal for the Library’s Wi-Fi Hotspot lending program.

Submission of Proposal

Proposals may be submitted in hard print copy and/or email, to be received no later than 11:00 a.m. (Local Time), Tuesday, January 14, 2025. All correspondence should be marked “**KCPL Wi-Fi Hotspots**”. Please note that if you are submitting your proposal by email, the Library must **receive** the email no later than 11:00 a.m. (Local Time).

Official Contact

Any questions concerning this Request for Proposal (“RFP”) should be submitted via email to:

Jessica Addo
Kansas City Public Library
14 West 10th Street
Kansas City, MO 64105
816-701-3563
jessicaaddo@kclibrary.org

All questions concerning this RFP must be received no later than Friday, December 20, 2025 by 5:00 p.m. (Local Time).

Ownership of Documents

Any reports, studies, conclusions and summaries prepared by the Proposer shall become the property of the Library.

Confidentiality of Information

Any proprietary information furnished by a Proposer to the Library that is designated confidential shall be treated as confidential to the Library to the extent allowable by law.

RFP Awards

The Library reserves the right to accept or reject any and all proposals, to make a partial award, or to make a multiple vendor award. The acceptance or rejection of any or all proposals and the making of an award or a partial award will be at the sole discretion of the Library. The Library reserves the right to request additional information. The contract shall be awarded to

the qualified Proposer(s), whose proposal (which may include and incorporate the outcome of any subsequent negotiations), is determined to be in the best interests of the Library.

Addenda/Cancellation

The Library may modify or cancel the RFP at any time prior to the RFP due date by issuance of an Addendum or Cancellation to all Proposers who are participating in the process at the time the Addendum/Cancellation is issued. Addenda will be made available and Cancellations will be posted on the Library's RFP/RFQ website (currently: <https://www.kclibrary.org/public-notices>). Proposers should monitor the Library's RFP/RFQ website for updates/information/addenda/cancellations. Verbal modifications to the RFP specifications shall not be binding upon the Library.

Clarification of Proposals

The Library reserves the right to obtain clarification of any point in the proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a Proposer to respond to such a request for additional information or clarification could result in rejection of the proposal.

Method of Selection

Award will be made to the most responsive and responsible Proposer offering the best value and most economical proposal as defined by the Library. In general, the following criteria will be used: price, qualifications, service approach, and the experience of the Proposer, with price being the primary factor. Per Library policy, a preference will be given to local vendors and minority and/or women business enterprises (M/WBE). Additionally, Missouri-based, service-disabled veteran enterprises (SDVE) certified by the State of Missouri Office of Administration will receive a three (3) point bonus preference.

After the Library's initial evaluation of proposals, select proposals will undergo a detailed review and evaluation. As part of this detailed review of proposals, selected Proposers may be required to make oral presentations of their proposals to the Library. These presentations provide an opportunity for the Proposers to clarify the proposals.

The Library will negotiate with the selected Proposer(s) for mutually agreeable terms for the Library's basic maintenance of internal connections services before making an award. Negotiation could include, but not be limited to, price and the terms and conditions of the RFP.

Acceptance of RFP Terms

A proposal submitted in response to this RFP shall constitute a binding offer. The Proposer shall identify clearly and thoroughly any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

Proposal Validity Period

Each proposal shall be valid for a period of sixty (60) days from the proposal due date.

Non-Collusion

Proposer(s) certify that this proposal had been arrived at independently and has been submitted without collusion designed to limit independent bidding or competition.

Hold Harmless

The Proposer shall hold harmless, defend and indemnify the Library and the Library's officers, agents, and employees against liability that may be imposed upon them by reason of the Proposer's failure to provide worker's compensation coverage and liability coverage.

General Specifications

Introduction

The Library is seeking hardware proposals for costs and connectivity for Wi-Fi Hotspots for the July 1, 2025 – June 30, 2026 year. All work to be performed under this RFP is contingent upon receipt of E-Rate funding, and the Library reserves the right to cancel any project upon failure to receive E-Rate funding.

Scope of Services

The Kansas City Public Library seeks to award a contract to a qualified firm to provide hardware and connectivity for Wi-Fi Hotspots.

Proposals should include the following information:

- WiFi Hotspot hardware options and costs for hotspots and the data network they can connect to (i.e. 4G, 5G, etc)
- WiFi hardware they are offering feature specifications
- Cellular connectivity pricing for 12 months of connectivity and at what data throughput point (quoting multiple plan price points, if applicable)
- Information on if there are bulk-purchasing discounts available for hardware (i.e. in quantities of 50 or 100)
- Information on if there are bulk-purchasing discounts available for connectivity (i.e. if number of connected lines is above XX is there a reduction in cost)
- Screenshot examples of their customer-facing service portal (including ticketing portal, if any)
- Details on their customer support for government, if any
- Information on how lines are terminated/cut off by the client (the process) and what the turnaround time is for a client to terminate a line
- Information about their onboard CIPA-compliant filtering and any associated costs with this feature

We are looking for proposals that provide pricing for:

- Pricing for 250 units, total
- Pricing for 500 units, total
- Pricing per 100 units increments

Vendors may present negotiated contract pricing that the Library is eligible for as their pricing proposal.

The Library is looking to utilize the SPI method for these services, and Proposers should be able to accommodate this selection.

Term of service for contract is July 1, 2025 – June 30, 2026, with two options to renew annually as mutually agreed by both parties. All contracts are conditional on receipt of E-Rate funding.

The response to the RFP should include listing of any expenses that may occur.

Proposal Content & Format

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

Proposal Response Form

An individual having full authority to execute the proposal and to execute any resulting contract for services (“authorized representative”) must complete and submit the attached Proposal Response Form (**Attachment A**) or submit a signed letter of transmittal that contains the same information and statements as indicated in the proposal response form.

Experience, Expertise and Capabilities

Give a background of the company’s or contractor’s experience and qualifications. This should include a brief history, the date founded, ownership and any subsidiary relationships. Also list the types of services the company or contractor is qualified to perform. Give examples of experience and references for similar services to other entities. If the company or contractor is local to the Kansas City metropolitan area, or if the company or contractor is a minority and/or women business enterprise (MBE/WBE), or Missouri-certified service-disabled veteran enterprise (SDVE), this should be noted in order to utilize the Library’s preference for local, SDVE, and MBE/WBE vendors.

A valid SPIN (Service Provider Identification Number) is required and should be provided with the RFP.

Also, an FCC Registration Number (FRN) is required to be submitted with the proposal. Any Proposer found to be in the Red Light Display System (RDS) will be disqualified from participation in the RFP process and will be considered non-responsive.

The selected service provider must be able to meet the E-Rate requirements listed in **Attachment D**.

Personnel

For Company proposals, provide the names of key personnel who would be directly involved in providing services to the Kansas City Public Library. Describe their relationship in the company, the role they would play, their experience, qualifications and years of service with the company.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. The Library may factor this information in the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under this contract (see **Intellectual Property, Indemnity, Licenses & Releases** section).

Service Approach

Submit a clear, concise response to accomplish the scope of services that reflects your understanding of the Library's requirements as described in the Scope of Service. This response should demonstrate an understanding of the Library's needs.

Cost/Charges

Submit a detailed breakdown of the costs and charges involved in completing the scope of work in the format of **Attachment C**. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

Authorized Representative

Include the name, title and contact information of the person in your organization authorized to negotiate contract terms and render binding decisions on contract matters.

References

Submit information regarding three (3) comparable projects that the vendor has completed as the prime contractor within the last five (5) years. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract term, warranty, and benefits to the owner. Please provide contact information for each reference.

Terms and Conditions

Contract Term

The term of this contract will begin July 1, 2025 – June 30, 2026, with two options to renew annually as mutually agreed by both parties.

Contract Components

This RFP, the successful proposal's response thereto, and any additional written modifications and/or stipulations mutually agreed upon by the Library and the successful proposal will constitute the final contract. During the contractual period, any changes to the conditions outlined in these materials must be approved in writing with the signatures of representatives from each selected proposal(s) and the Library.

Disclosure of Confidential Information

Proposer acknowledges that, in and as a result of the consulting hereunder, Contractor will be making use of, acquiring and/or adding to confidential information of a special and unique nature and value relating to such matters as Library's systems, procedures, manuals, confidential reports, or other similar data, as well as the nature and type of processes and/or other services rendered by Library, hereinafter collectively referred to as the "Confidential Information". As a material inducement to Library to enter into this Contract, and to continue to engage Contractor hereunder and to pay to Contractor the compensation referred to herein, Contractor covenants and agrees that Contractor shall not, at any time during or following the cessation of his engagement hereunder, for whatever reason, directly or indirectly, divulge or disclose, for any purpose whatsoever, any of such Confidential Information which has been obtained by or disclosed to Contractor. Upon cessation of this Contract for whatever reason, all Confidential Information, whether in the form of documents, records, notebooks, invoices, statements or correspondence, including copies thereof, relating to the business of the Library then in Contractor's possession or control, whether prepared by Contractor or others, shall remain Library's exclusive property and will be delivered to and left with the Library.

Intellectual Property, Indemnity, Licenses & Releases

Contractor agrees to indemnify, defend, and hold harmless Library, its representatives and customers from and against any and all suits, demands, liabilities, claims, actions, expenses, losses, and damages of any kind or nature whatsoever arising from any third party claim that the Services or Work Product provided by Contractor violate any third party's intellectual property right in the United States, including but not limited to patents, copyrights, trademarks, or trade secrets. Contractor's obligations under this section shall survive the termination of this Contract for any reason. Contractor will obtain and pay for any and all contracts, Contracts, licenses, releases, legal costs, fees and expenses necessary to use any and all protected intellectual property owned by a third party.

Contractor agrees to indemnify, defend, and hold harmless Library, its representatives and customers from and against any and all suits, demands, liabilities, claims, actions, expenses,

losses, and damages of any kind or nature whatsoever arising out of any negligent acts or omissions in connection with the Contract, caused by Contractor, its employees, agents, subcontractors, or caused by others for whom Contractor is liable, in the performance of the Services under this Contract.

Contractor will obtain and pay for all permits and licenses required by law that are associated with the Contractor's performance of Services.

Waiver of Subrogation

For all coverages, Contractor's insurer shall waive subrogation rights against the Library and its insurers.

Termination

Either party may terminate this Contract without cause upon thirty (30) days prior written notice to the other party. Library reserves the right to cancel, for cause, this Contract without prior written notification. Cause for termination shall include the following: (1) violation by Contractor of any applicable federal, state, or local law, regulation or ethical code; (2) Contractor's substantial under performance, as determined by Library; or (3) failure to comply with the provisions of this Contract. Library shall, where permitted by law, have the right to terminate the Contract immediately and without other cause or prior notice to Contractor in the event that Contractor does any of the following: (1) makes written admission of its inability to pay its debts or obligations as they become due; (2) files a voluntary petition in bankruptcy; (3) is adjudicated as bankrupt or insolvent; (4) seeks, consents to or acquiesces in the appointment of any trustee, receiver or liquidator of all or any substantial part of its business assets; (5) fails to actively operate its business for a period of more than seven (7) consecutive days without the prior written consent of Library; or (6) fails to maintain the insurance coverage required in this Contract. The Contract shall terminate immediately if it is no longer permitted by applicable laws, rules or regulations, or if Library decides to limit or discontinue their operation for any reason.

Modification of Contract

No waiver or modification of this Contract or of any covenant, condition, or limitation herein contained shall be valid unless in writing and duly executed by the party to be charged therewith and no evidence of any waiver or modification shall be offered or received in evidence of any proceeding, arbitration, or litigation between the parties hereto arising out of or affecting this Contract, or the rights or obligations of the parties hereunder, unless such waiver or modification is in writing, duly executed as aforesaid, and the parties further agree that the provisions of this Section may not be waived except as herein set forth.

Codes, Laws and Regulations

Contractor will comply with all applicable codes, laws, regulations, standards, and ordinances in force during the term of this Contract.

Adjustment of Services

The Library reserves the right to eliminate, reduce or otherwise adjust the scope of services provided by the Contractor.

Assignability

Neither this Contract nor any rights hereunder may be assigned by the Contractor without Library’s prior written consent.

Governing Law

It is understood and agreed that the construction and interpretation of this Contract shall at all times and in all respects be governed by the laws of the State of Missouri. The parties agree that any legal action brought in connection with this Contract is to be maintained only in the Circuit Court of Jackson County, Missouri.

Insurance

Contractor shall purchase and maintain, at its own expense, for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the work by the Contractor, its agents, representatives, or employees. All such insurance shall name the Library as an additional named insured and evidence of such insurance and renewals shall be provided to the Library prior to commencement of work. All such insurance will be issued by insurance companies that have a general policyholder’s rating of at least A and a financial rating of at least XI in the most current *Best’s Insurance Reports* available on the date the Contractor obtains or renews the insurance policies.

Coverage Required	Limits per Occurrence
General Liability	\$1 million minimum coverage per occurrence and \$1 million aggregate, written on an occurrence basis.
Automobile Liability	\$1 million per occurrence, covering owned, hired and non-owned automobiles
Worker’s Compensation	Statutory

Contractor understands and agrees that the Library cannot save and hold harmless and/or indemnify the Contractor or its employees against any liability incurred or arising as a result of any activity of the Contractor or any activity of the Contractor’s employees related to the Contractor’s services under this Agreement. Therefore, the Contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the Library, its employees, its clients and the general public against any such loss, damage and/or expense related to the services performed under this Agreement. The insurance coverage shall include general liability insurance in an amount of at least \$1,000,000 per occurrence and \$2,000,000 in the aggregate with endorsements including but not limited to risks of false imprisonment, malicious prosecution, libel, slander and violation of right of privacy as well as the Missouri statutory requirements for works compensation insurance. Written evidence of

the insurance shall be provided by the Contractor to the Library, the initial written evidence being attached hereto and marked as Exhibit A. The evidence of insurance shall include, but not necessarily be limited to: effective dates of coverage, limits of liability, insurer's names, policy numbers and endorsement by representatives of the insurance company. Evidence of self-insurance coverage or of another alternative risk financing mechanism is not permitted.

Insurance policies required of Contractor by the Agreement shall:

- Be issued by insurance companies licensed to do business in the state of Missouri with general policyholder's ratings of at least A and a financial rating of at least XI in the most current *Best's Insurance Reports* available on the date the Contractor obtains or renews the insurance policies. If *Best's* ratings are changed or discontinued, the parties shall agree to an equivalent method of rating insurance companies;
- Name the Library as an additional insured as its interest may appear on the policy;
- Provide that the insurance not be cancelled or materially changed in the scope or amount of coverage unless thirty (30) days' advance notice is given to the Library;
- Be primary policies;
- Be permitted to be carried through a "blanket policy" or "umbrella" coverage;
- Have deductibles not greater than \$1,000;
- Be written on an "occurrence" basis; and
- Be maintained during the entire Term and any extension Terms.

By the date of award and upon each renewal of its insurance policies, Contractor shall give such certificates of insurance to the Library.

Independent Contractor

It is specifically agreed by the parties that the relationship of Contractor to Library is that of an independent contractor and that Contractor is not an agent, partner, or employee of the Library. Contractor acknowledges that Contractor is not entitled to receive from Library any tax withholding, workers' compensation, unemployment compensation, or any employee benefits, statutory or otherwise.

Access to Records

Contractor shall maintain all fiscal records and any other records relating to this Contract in such a manner as to clearly document the Contractor's performance hereunder. Library or any of its duly authorized representatives shall have access to any books, documents, papers and records of the Contractor which are directly pertinent to this Contract for the purpose of making audits, examinations, excerpts and transcriptions.

Debarment and Suspension (E.O.s 12549 and 12689)

The Proposer certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any governmental debarment or agency. Vendor must notify the Customer within

30 days if debarred by any governmental entity during the Contract period.

The Proposer is responsible for providing an FCC Registration Number (FRN) with their proposal. Any Proposer found to be in the Red Light Display System (RDS) will be disqualified from participation in the RFP process and will be considered non-responsive.

Federal, State, and Local Taxes, Licenses, and Permits

The Contractor will comply with all laws and regulations on taxes, licenses, and permits.

Other Considerations

Disputes

Should any doubt or difference of opinion arise between the Library and the successful proposal awarded this Contract as to the items to be furnished hereunder or the interpretation of the provisions of this RFP, the decision of the Library shall be final and binding upon all parties.

Prohibition of Public Benefits to Unauthorized Workers

Pursuant to State of Missouri's RSMO 285.530 (1), No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized worker to perform work within the state of Missouri. Consultants shall comply with the provisions of Section 285.525 through 285.550 of the State of Missouri statutes and execute the notarized affidavit attached hereto as **Attachment B**, Affidavit of Work Authorization before the Agreement can be finalized.

Attachment A
PROPOSAL RESPONSE FORM

DATE _____

Proposal of : _____, (herein after called Vendor), a Corporation/Partnership/an Individual doing business as _____.

TO: The Kansas City Public Library (hereinafter called the Owner).

The Proposer, in compliance with your Request for Proposal for Basic Maintenance of Internal Connections having examined the RFP and Scope of Services with related documents and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project in accordance with the contract documents, within the time set forth in the Proposal Submission Instructions, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

Proposer agrees to perform the Basic Maintenance of Internal Connections described in the RFP Scope of Services.

Submitted by authorized representative:

_____	_____
Firm	FEI/SSN
_____	_____
Signature	Typed Name & Title
_____	_____
Address	City, State, Zip Code
_____	_____
Telephone	Fax Number

Service Provider Identification Number (SPIN)

FCC Registration Number (FRN)

Attachment C

PRICE SHEET FOR WI-FI HOTSPOTS

Please provide a billing rate for the services listed below:

Hotspot Hardware Quantity	Cost Per Unit	Total Cost
100		
250		
500		

Wi-Fi Service	Monthly Billing Rate	Annual Charge
100 units		
250 units		
500 units		

*Please list all billable expenses to the Library based on this RFP. If any special billing rates apply, please clearly identify in your response. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

Pricing should be divided into E-rate eligible and, if applicable, E-rate ineligible portions.

The Library is looking to utilize the SPI method for these services, and Proposers should be able to accommodate this selection.

NOTE: Please provide pricing for the data network the hotspots can connect to (i.e. 4G, 5G, etc). Please clearly identify the pricing for each level of connectivity.

Attachment D

UNIVERSAL SERVICE (E-RATE) REQUIREMENTS

To warrant consideration for an award of contract resulting from this Request for Proposal, vendors 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”). Vendors 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, vendors must comply with the following:

- **USF Knowledge**
Vendor 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**
Vendor shall submit with its proposal a valid Service Provider Identification Number (“SPIN”) and a valid Federal Communications Commission Registration Number (“FCCRN”).
- **USF Participation**
Vendor shall agree to participate in the E-rate Program and to cooperate fully and in all respects with the Library, the Universal Service Administrative Company (“USAC”), and any agency or organization administering the E-rate Program to ensure that the Library receives all of the E-rate funding for which it has applied and to which it is entitled in connection with Vendor’s services and/or products.
- **Lowest Corresponding Price**
The Lowest Corresponding Price Rule (“LCP Rule”), 47 CFR § 54.511 (b), prohibits Vendor from ever charging the Library 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 Library 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, Vendor must charge the LCP.
 - Promotional rates that Vendor offers for a period of more than 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 years are still compensatory.
 - Vendor may not avoid the LCP Rule by arguing that none of its non-residential customers are identically situated to the Library or that none of its contracts cover goods or services identical to those sought by the Library.
 - The FCC will permit Vendor to charge the Library 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 Library 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**
Vendor shall provide to Library staff and/or the Library’s E-rate consultant within a commercially reasonable period of time, all of the information and documentation that the Vendor has or that Vendor reasonably can acquire that the Library may need to prepare its E-rate applications and/or to document transactions eligible for E- rate support.
 - **Invoicing Procedures**
The following is the Library’s preferred invoicing process: Vendor shall itemize, price, and invoice separately any materials or services that are ineligible for E-rate funding. Vendor must include the following information on all invoices to the Library for E-rate eligible equipment and/or services:
 - Date of invoice
 - Date(s) of service
 - Funding Request Number (“FRN”)
 - Vendor’s signature on invoice attesting to the accuracy and completeness of all charges
 - Detailed description of services performed and materials supplied that matches Library’s contract specifications, Form 470 and Form 471 descriptions of same
 - Clear, concise breakdown of amount(s) to be billed to USAC (discounted portion of eligible charges) and amount(s) to be billed to the Library (non-discounted amount of eligible charges)
 - Invoice on Vendor’s letterhead or on a Vendor-generated form
 - Library’s Billed Entity Number
 - Library’s Federal Communications Commission Registration Number
 - Proper E-rate discount percentage as set forth by the applicable FRN and USAC funding commitment decision letter (“FCDL”)

- **USF Discounted Invoicing and Reimbursement Processes**

There are two methods, or “modes” of invoicing under the E-Rate Program: Billed Entity Applicant Reimbursement (BEAR) and Service Provider Invoicing (SPI). **The applicant decides** which type of invoicing to use on a particular Funding Request Number (FRN).

The applicant can change the invoicing mode for an FRN before the invoice is submitted for certification. Once an invoice has been submitted for certification, the invoicing mode is set. USAC’s processes will block invoices that do not follow the invoicing mode already set for an FRN unless a formal “invoice mode change” is requested and granted.

- **Invoicing Method One: FCC Form 472 or Billed Entity Applicant Reimbursement (BEAR):** Applicants file the FCC Form 472 or Billed Entity Applicant Reimbursement (BEAR). Under the BEAR method:

- **The applicant pays the service provider in full** for eligible equipment and services approved on the FCC Form 471.
- The applicant invoices USAC for the discount portion of the bill.
- USAC reviews the invoice and if approved, pays the applicant directly.
- Billed entities receive payment directly to their bank account.

Applicants must have a 498 ID on file with USAC to receive direct BEAR payments. To obtain an applicant 498 ID, applicants must file the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form) in the E-Rate Productivity Center (EPC).

- **Invoicing Method Two: FCC Form 474 or Service Provider (SPI) Invoicing:** Service providers file the FCC Form 474 or Service Provider Invoice (SPI) form after billing the applicant for the non-discounted amount (the non-discounted amount is the applicant’s financial responsibility). Service providers are reimbursed by USAC for the discounted amount. Under the SPI method:

- Applicants are **billed by the service provider for the cost of the non-discounted portion** of the eligible equipment and services listed on the SPI form. Applicants do not pay the service provider for the discounted portion invoiced to USAC.
- After the provider has billed the applicant, the provider submits an SPI form for the discounted amount.
- USAC reviews the invoice and pays the service provider if payment is approved.

Applicants are obligated to pay the non-discounted portion of the cost of the eligible equipment and services. USAC may require proof that the applicant has paid the non-discounted portion of the bill before paying an invoice.

- **Discounted Invoice Process**

- Invoicing

- Within fourteen (14) days from the date that Vendor delivers to the Library, E-rate approved materials or services, when delivery of such services triggers a payment obligation under Vendor's contract with the Library, Vendor must invoice the Library for its share of the pre-discount cost of those materials or services.

- Timely Filing

- Vendor shall be solely responsible for timely filing invoices with Library. Accordingly, Vendor understands and agrees that Library will NOT be liable to Vendor and Vendor shall have no recourse against the Library for any discounted amount that Library submits late to USAC for payment, if USAC refuses to pay the invoice due to late filing.

- Invoice Rejection

- Vendor understands and agrees that Library shall not be liable to Vendor and Vendor shall have no recourse against the Library for any discounted amount that Library submits to USAC for payment if Vendor is at fault for USAC's refusal to pay; if the Library is at fault, the Library shall not be liable to Vendor and Vendor shall have no recourse against the Library for the amount at issue until both the Library and the Vendor have exhausted their administrative remedies of appeal to USAC and/or the FCC.

- **Delayed USF Funding Commitment**

- Vendor understands that, due to circumstances beyond the Library's control, the Library may not receive an E-rate funding commitment by the beginning of the E-rate funding year, July 1, for the services it intends to purchase from Vendor during that funding year.

- Retroactive Invoicing

- When E-rate funding is approved, Vendor shall invoice Library for the discounted amount the Library is owed retroactive to July 1st of the funding year or to whenever approved service to the Library began, whichever date is later.

- **USF Audit and Document Retention Requirement**

- Vendor shall maintain all bids, quotes, records, correspondence, receipts, vouchers, delivery information, memoranda and other data relating to Vendor's services to the Library. All such records shall be retained for five (5) years following completion of services and shall be subject to inspection and audit by

the Library. Vendor shall include in all subcontractor agreements for services, provisions requiring subcontractors to maintain the same records and allowing the Library the same right to inspect and audit those records as set forth herein.

In addition to the foregoing, Vendor will create, implement and enforce an internal E-rate audit process that ensures that Vendor 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 that ineligible charges are not submitted to USAC
- Invoicing that is consistent with the contract and the Library's 470 and 471
- Ensuring that services or products are not provided to the Library without Library's express written permission or official purchase authorization
- Ensuring that Library-approved substitute services or products are prominently noted on invoices submitted to the Library
- Where applicable, non-recurring services should be provided prior to September 30th and recurring services provided prior to June 30th of the relevant E-rate funding year
- Supporting documentation sufficient to evidence that what was approved per the FCDL and provided to the Library, was actually provided to the Library and when
- 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 the 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 the Library in a timely manner
- Ensuring that USAC forms are filled out completely, accurately and on time
- Ensuring that Forms 472 are signed/dated by vendor’s representative in a timely manner
- Maintaining fixed asset list of E-rate-supported equipment provided to the Library with detailed information for each item (model number, serial number, product description) and made available to the Library in electronic format

Contract Term Modification

The Library will reserve the right to extend or abbreviate the contract period if such extension or abbreviation is necessary to make the Contract term coincide with an E-rate “program year” or an extended service end date for an E-rate program year pursuant to a “service delivery deadline extension,” as those terms are defined by the Federal Communications Commission (“FCC”) and/or the Universal Service Administrative Company (“USAC”).