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Request for Proposal

Fiber Optic Internet Service

Saginaw Chippewa Tribal College (SCTC)
5805 E. Pickard St.
Mount Pleasant, MI 48858

Submission Deadline: Friday, November 28, 2025, at 5:00pm

Delivery Method: email to contact person.

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SCTC

Table of Contents

1.0	Purpose.....	2
2.0	Scope of services	2
2.1	Bandwidth options	2
2.2	Proposal requirements	2
3.0	Technical specifications	2
3.1	Bandwidth:	2
3.2	Fiber Connection:	3
3.3	IP Addressing:.....	3
3.4	Interface:	3
3.5	Hardware:	3
3.6	IPv6:	3
4.0	Redundancy and reliability	3
4.1	Uptime Guarantee:.....	3
4.2	Network Redundancy:	3
4.3	Outage Response:	3
4.4	Service Credits:.....	3
5.0	Quality of service (QoS) and performance	3
5.1	Latency:	3
5.2	Jitter:	3
5.3	Packet Loss:	3
5.4	Traffic Prioritization:.....	3
6.0	Support and service	4
6.1	Technical Support:.....	4
6.2	Service Monitoring:	4
6.3	Utilization Reporting:	4
6.4	Maintenance:	4
7.0	DDoS mitigation	4
7.1	Robust Mitigation:.....	4
7.2	Attack Scrubbing:	4
7.3	Capacity:.....	4
7.4	Reporting:.....	4
7.5	Control:	4
8.0	Proposal requirements	4
9.0	Evaluation criteria.....	5
10.0	E-rate Program Compliance and Competitive Bidding Requirements	5
10.1	General E-rate and FCC Requirements	5
10.2	Specific Bidder Responsibilities.....	6
10.3	Compliance Certification	6
11.0	Submission details.....	6

1.0 Purpose

To ensure network reliability and support the college's educational and administrative needs, the Saginaw Chippewa Tribal Library, located at the Main Campus of Saginaw Chippewa Tribal College (SCTC) is requesting proposals for 1 Gb/s symmetrical, dedicated fiber optic internet service at its location at 5805 E. Pickard St. Mount Pleasant, MI 48858. Resulting contract will be for a three (3) year term with two (2) optional renewal years.

Federal E-Rate Discounts: SCTC's library is an eligible participant in the FCC's E-Rate Program. As such, contractor must comply with all Federal E-rate regulations, including any E-rate requirements to maintain viability as a service provider, such as, but not limited to, maintaining a current Service Provider Annual Certification Form 473 (SPAC). Failure to comply shall be grounds for cancellation of any contract or agreement issued pursuant to this Request for Proposal.

Interested Internet Service Providers (ISPs) are invited to submit comprehensive proposals that outline their ability to meet the technical, service, and security requirements detailed below.

2.0 Scope of services

Proposers must provide a detailed response for the core requirement of a **1 Gb/s (1000 Mbps upload and 1000 Mbps download)** connection.

In addition, vendors are requested to provide pricing for the following symmetrical bandwidth options for potential future expansion or immediate consideration. All service levels must include 24/7/365 connectivity, all necessary hardware, installation, and coordination with SCTC's IT staff to ensure a seamless transition.

2.1 Bandwidth options

- **Tier 1: 1 Gb/s Service** (1000 Mbps upload and 1000 Mbps download)
- **Tier 2: 3 Gb/s Service** (3000 Mbps upload and 3000 Mbps download)
- **Tier 3: 5 Gb/s Service** (5000 Mbps upload and 5000 Mbps download)
- **Tier 4: 10 Gb/s Service** (10,000 Mbps upload and 10,000 Mbps download)
- **Tier 5: 20 Gb/s Service** (20,000 Mbps upload and 20,000 Mbps download)

2.2 Proposal requirements

Proposers must submit pricing for each of the service tiers listed above. The successful provider will work with SCTC's IT staff to coordinate the transition with minimal disruption. Please provide the following details for each tier:

- A clear pricing breakdown, including any one-time and recurring costs.
- The service delivery timeline for installation and activation.
- Service Level Agreement (SLA) terms, including uptime guarantees, latency metrics, and support response times.
- Details on the included hardware and configuration.

3.0 Technical specifications

3.1 Bandwidth:

A dedicated 1 Gb/s symmetrical (1000 Mbps up/down) connection is required. SCTC must be granted a specific, contractual commitment that its bandwidth will not be throttled or capped.

3.2 Fiber Connection:

The service must be delivered over a dedicated, all-fiber optic network.

3.3 IP Addressing:

The proposal must include a contiguous block of at least 5 public, static IPv4 addresses. The college must retain primary and authoritative control over its Domain Name System (DNS) records.

3.4 Interface:

The ISP must provide connectivity via a 1-gigabit Ethernet interface.

3.5 Hardware:

All necessary equipment for service delivery and termination at the college's data center must be provided, installed, and maintained by the ISP.

3.6 IPv6:

The provider must support IPv6 service and dual-stack implementation.

4.0 Redundancy and reliability

4.1 Uptime Guarantee:

The ISP must provide a Service Level Agreement (SLA) with a minimum of 99.99% network availability.

4.2 Network Redundancy:

The proposal must describe the provider's network architecture and built-in redundancies to prevent single points of failure.

4.3 Outage Response:

The SLA must specify guaranteed response and restoration times for any service-affecting outages.

4.4 Service Credits:

The proposal must include a schedule for service credits or penalties for any failures to meet the minimum up-time guarantee.

5.0 Quality of service (QoS) and performance

5.1 Latency:

The proposal must state the network round-trip latency commitment.

5.2 Jitter:

The proposal must state the network jitter commitment.

5.3 Packet Loss:

The proposal must state the maximum network packet loss commitment.

5.4 Traffic Prioritization:

The ISP must describe its ability to implement Quality of Service (QoS) protocols that allow SCTC to prioritize critical applications.

6.0 Support and service

6.1 Technical Support:

The ISP must provide 24/7/365 technical support with a clear escalation path. A dedicated account manager must be assigned.

6.2 Service Monitoring:

The ISP must provide network monitoring capabilities and proactively notify SCTC of any service disruptions.

6.3 Utilization Reporting:

The ISP must offer a web-based portal for monitoring real-time and historical bandwidth utilization.

6.4 Maintenance:

The ISP must inform SCTC of all planned maintenance windows and ensure that any pre-arranged outages occur outside of standard business hours.

7.0 DDoS mitigation

7.1 Robust Mitigation:

The proposal must include a comprehensive description of the provider's Distributed Denial of Service (DDoS) mitigation services.

7.2 Attack Scrubbing:

Explain how attack traffic is detected and "scrubbed" while legitimate traffic is passed through without disruption.

7.3 Capacity:

Detail the network capacity of the DDoS mitigation service and how it scales to handle attacks.

7.4 Reporting:

Describe the reporting available for DDoS attacks, including mitigation efforts and results.

7.5 Control:

Specify the level of control SCTC will have in initiating or managing mitigation efforts.

8.0 Proposal requirements

Providers must include the following information in their proposals:

- **Executive Summary:** A brief overview of the proposal.
- **Company Overview:** History, experience, and references from clients of similar scope.
- **Technical Solution:** A detailed description of the proposed service, including how all technical requirements will be met.
- **Service Level Agreement (SLA):** A draft of the proposed SLA.
- **Cost Proposal:** A breakdown of all recurring and non-recurring costs, including installation, monthly service fees, and taxes.
- **DDoS Mitigation Services:** A detailed plan for DDoS mitigation as requested in Section 7.0.
- **Implementation Timeline:** An estimated timeline from contract signing to full-service activation.
- **Contracting Requirements:** An acknowledgment of all contracting requirements in this RFP.

9.0 Evaluation criteria

Proposal evaluation will be based on a 100-point scale, and will measure the degree to which each response meets the following criteria:

Category	Points
Technical and service specifications	20
Reliability, redundancy, and quality of service	15
DDoS mitigation services	15
Customer support and account management	10
Overall cost of the service	30
Experience and reputation	10

Cost Evaluation

The total cost proposed for conducting all the functions specified in this document will be assigned a score according to a mathematical formula. The lowest cost response will be awarded the total points. Responses with higher cost response values will be awarded proportionately fewer points calculated in comparison with the lowest cost response.

The scoring formula is:

$$(\text{Lowest submitted cost response} / \text{cost of response being scored}) \times (30) = \text{pro-rated score}$$

10.0 E-rate Program Compliance and Competitive Bidding Requirements

The following requirements govern the competitive bidding process and are in place to ensure compliance with the Schools and Libraries (E-rate) Universal Service program rules, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

10.1 General E-rate and FCC Requirements

- **Federal Funding:** This procurement is contingent upon the availability of E-rate funding. The winning vendor must be prepared to fully cooperate with all E-rate program requirements and procedures, including providing all necessary information for the applicant's filing of FCC Form 470, and any other forms required during the funding year(s).
- **Most Cost-Effective Solution:** In compliance with E-rate rules, the applicant will select the most cost-effective service offering, with the price of the eligible products and services as the most heavily weighted factor in the bid evaluation.
- **Conflict of Interest:** Bidders must not have a relationship with the applicant that could unfairly influence the outcome of the competitive bidding process. This includes disclosing any ownership interest in the bidding company by individuals involved in the applicant's selection process.
- **Fair and Open Bidding:** All information shared with one bidder, including any addenda or clarifications, will be shared with all other potential bidders. No bidder will receive confidential or inside information not available to all.
- **Allowable Contract Date:** The applicant will not make a final vendor selection or sign any contract until at least 28 days have passed from the certification of the corresponding FCC Form 470. Any contract resulting from this RFP must be signed after this date.

- **Record Retention:** The awarded vendor must agree to retain all bidding documents, correspondence, and other records related to this procurement for at least ten (10) years from the last date of service delivery.

10.2 Specific Bidder Responsibilities

- **Response to FCC Form 470:** All bidders must review the corresponding FCC Form 470 posted to the USAC website. The services requested in this RFP must align with the services requested in the FCC Form 470.
- **Submitting a Compliant Bid:**
 - Bidders must clearly separate and itemize all eligible and ineligible services and equipment.
 - Proposals must include all costs associated with the service for each year of the contract term, including any potential voluntary extension periods.
 - Bidders must detail how they will assist with the E-rate application and invoicing process.
- **Ineligible Services and Equipment:** Bidders must clearly identify and cost-allocate any services, equipment, or components requested that are ineligible for E-rate discounts. The applicant will not be responsible for paying the discounted portion of any ineligible items.
- **Gifts and Inducements:** The awarded vendor must not provide gifts, discounts, or services to the applicant or its employees that would violate FCC rules regarding gifts and inducements.

10.3 Compliance Certification

By submitting a proposal, the bidder certifies that they have read, understand, and will fully comply with all applicable E-rate program rules, regulations, and procedures for the duration of any contract awarded as a result of this RFP. The bidder acknowledges that failure to comply with any E-rate rule may result in the denial of funding for this project.

11.0 Submission details

Please submit all proposals electronically to the RFP Contact by the submission deadline. Proposals must be signed by an official authorized to bind the provider to its provisions. SCTC reserves the right to reject any or all proposals.