



Delta County Library District

Abstract

This document is a Request for Proposal for Network and Telephony Services for the Delta County Library District. With this RFP, the Library District is planning to significantly enhance our network infrastructure in order to improve the service that we provide to our patrons. Responses to this RFP are due by March 9, 2012.

RFP Identifier: F470-2012-RFP

Delta County Library District

**149 E. Main Street
Hotchkiss, CO 81419**

(970)872-4317

2/9/2012

1. Library District Overview – Background Information

Delta County

Delta County is located on the western slope of Colorado, which is a rural region grounded in the agriculture and mineral extraction industries. The population of the county is approximately 32,000 people with most of the population located in one of the six towns that exist within the county.

The Delta County Library System

The Delta County Library District has branches in Cedaredge, Crawford, Delta, Hotchkiss and Paonia. Roughly 55% of the county residents hold active library cards. The library branches are key community anchor institutions in their respective towns, and due to the prevailing economic conditions and relatively low incomes, they serve as the information and technology centers for the communities. It is estimated that up to 80% of library patron visits are driven by the need to access to information technology services. This has been a growing trend over the past decade concomitant with the growing consumer and business adoption of information technology.

The Library District was the recipient of a 2011 Broadband Technology Opportunity Program (BTOP) grant, cosponsored by the Gates Foundation and the American Reinvestment and Recovery Act. This grant permitted the district to refresh its desktop and laptop computer assets as well as add tablet computers to the technology portfolio. In addition, network upgrades of routers and switches were completed.

The main impediment to the libraries technology value proposition is the lack of reliable and affordable high speed broadband network services. This problem has become more critical in the past several years as the demand for high speed broadband services at the library branches has exploded.

This RFP is offered as a formal invitation to service providers and telecom carriers to bid for the provision of these services.

2. RFP Response Process

RFP Respondents are requested to submit proposals to the Delta County Library District by close of business on March 9, 2012. RFP Responses should be sent via e-mail to the following point of contact in an MS Word document format. Alternatively, copies may be mailed to the address provided below provided that they reach the Library District office by the required date.

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The RFP and supplier selection process will be governed by the Universal Service Administrative Company's E-Rate competitive bidding process for schools and libraries. For more information about this process, refer to the USAC website at: www.usac.org.

The period of service covered by this RFP will be one year, with service commencement on July 1, 2012 continuing through June 30, 2013.

RFP Responses should include the following content at a minimum.

- Supplier background information and corporate overview
- Supplier points of contact
- Detailed description of services to be provided to include:
 - o Itemized pricing of services
 - o Quality of Service/SLA parameters
 - o Detailed technical description of how services will be rendered
 - o Key supplier points of contact
 - o Implementation project plan and schedule

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Suppliers interested in bidding on this RFP shall provide confirmation that they intend to bid by close of business on February 17th, 2012. This communication should be sent to the e-mail address listed above by COB on this date.

Supplier questions may be submitted to the Library District via e-mail by close of business on February 24th, 2012. The Library District will consolidate all questions and will provide a summarized response by close of business on February 29th, 2012.

The following schedule will govern this RFP and the supplier selection process.

Delta County Library District - <i>Schedule</i>	
Milestone	Date
RFP Released	Feb 10, 2012
Supplier intent to bid response due	Feb 17, 2012
Supplier questions due	Feb 24, 2012
Q/A response from Library District	Feb 29, 2012
RFP Responses due	Mar 9, 2012
Supplier selection/Form 471 filing	Mar 20, 2012
Start of service period	July 1, 2012
End of service period	June 30, 2013

3. Library District Technology Portfolio

The Delta County Library District offers public use desktop and laptop computers to any patron with a valid library card. These computers all have access to the public internet and they are equipped with a standard portfolio of application software that includes browsers, word processing, spreadsheet and media streaming applications. The computers are secured with software that prevents users from making any configuration changes to the machines as well as protects them from viruses and malware.

Computers

The Library District refreshed its public use computers in 2011 with new Dell laptops and desktop machines. In addition, Apple iPad 2 tablets were procured for patron use.

The following table lists the computer assets located at each library branch.

Delta County Library District - <i>Computer Inventory</i>						
Branch	Staff Computers/ Laptops	Public Use Desktops	Public Use Laptops	Public Use Tablets	Workforce Computers	ADA Workstations
Cedaredge	7	6	8	6	1	1
Crawford	5	5	8	6	1	0
Delta	5	14	8	6	1	1
Hotchkiss	4	7	8	6	1	1
Paonia	4	12	8	6	1	1
Literacy	-	5	16	5	0	0
	25	49	56	35	5	4
TotalComputers						174

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Network

A 100BaseT Ethernet network running over CAT5e cable is installed in each branch and most computers are connected via wired connections. WiFi services are also provided in each branch to support laptop connectivity via the 802.11 b,g & n standards. Internet access services are currently provided by an incumbent fixed wireless ISP. The current service provider has provisioned two nominal 5Mbps circuits at each location with vendor owned integrated antenna, radio & modem units installed on the exterior of the library buildings.

Each branch has a standalone network and no WAN interconnection is in place between branches. Thus each branch operates as a separate entity on its own LAN. This precludes the use of district wide on-network information sharing other than via internet e-mail and cloud based file sharing services.

The following table lists the network assets located at each library branch.

Delta County Library District - <i>Network Device Inventory</i>				
Branch	Fixed Wireless Circuits	Routers Linksys E4200	Ethernet Switches	WiFi Access Points
Cedaredge	2 x 5Mbps	2	1	1
Crawford	2 x 5Mbps	2	2	1
Delta	2 x 5Mbps	2	2	2
Hotchkiss	2 x 5Mbps	2	1	2
Paonia	2 x 5Mbps	2	1	2
	10 Circuits	10	7	8
		Total Devices		25

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Telecom

Each library branch has between 2 and 4 business lines provided by the serving local exchange carrier. A subset of these business lines are enabled for long distance dialing. Fixed and wireless phones are connected to these business lines. No PBX or key system is installed at any of the branches. An additional six cell phones are provided to key employees.

The following table lists the telecom circuit and handset inventory.

Delta County Library District - <i>Telecom Inventory</i>		
Branch	Business Lines	Phone sets
Cedaredge	2	3
Crawford	2	3
Delta	4	4
Hotchkiss	5	5
Paonia	3	3
	16	18

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The following table lists the telephone numbers assigned to the Library District. The Library District would like to retain these numbers through number portability if possible after the proposed network upgrade.

Phone Number Inventory		
POTs No:	Location	Telco
(970) 856-3518	Cedaredge	TDS
(970) 856-3577	Cedaredge	TDS
(970) 921-3500	Crawford	TDS
(970) 921-4500	Crawford	TDS
(970) 874-0889	Delta	Century Link
(970) 874-0969	Delta	Century Link
(970) 874-8605	Delta	Century Link
(970) 874-9630	Delta	Century Link
(970) 872-3396	Hotchkiss	TDS
(970) 872-3834	Hotchkiss	TDS
(970) 872-4153	Hotchkiss	TDS
(970) 872-4204	Hotchkiss	TDS
(970) 872-4317	Hotchkiss	TDS
(970) 527-3470	Paonia	TDS
(970) 527-3871	Paonia	TDS
(970) 527-4079	Paonia	TDS

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Peripherals

An assortment of multifunction printer/ scanner/copier devices are installed at each branch. These are networked printers which are accessible to both staff and patrons. The library district offers black & white and color print services to the public for a nominal fee. Inbound and outbound fax services are also offered for a fee.

The following table lists the peripheral devices installed in the library district branches.

Delta County Library District - <i>Peripheral Inventory</i>			
Branch	MF Printers	& Networked Printers	Fax Machines
Cedaredge	1	3	1
Crawford	1	3	1
Delta	1	3	1
Hotchkiss	1	2	1
Paonia	1	3	1
	5	14	5

Services

The Delta County Library District utilizes a range of services provided by specialized firms. Most of these services are delivered over the public internet in an Application Service Provider (ASP) model. This allows the Library District to secure high quality catalog and reference database services at a reasonable cost due to the Service Provider operating in a shared service model.

Supplier should note that by virtue of the Library District operating its support systems in an ASP model, any interruption of access to the public internet directly impacts our ability to provide service to our patrons. For this reason, the library district is targeting a 99.99% availability level for the time period of 9 AM to 6 PM MT, Monday through Sunday. This does not include established maintenance windows in off hour periods. Resiliency and redundancy should be engineered into the solution as needed to achieve high availability.

4. Library District Technology Objectives – *Future State*

Infrastructure Technology Plans

For 2012, the Library District would like to embark on an aggressive program to upgrade our network infrastructure in order to provide better services to our patrons as well as improve our internal operations. The focus of this effort will be to provide improvements in the following areas:

- Improve broadband access to the public internet with more reliable, higher data rate services.
- Enhance the inter-branch network connectivity to support on-net VoIP telephony, e-mail, file-sharing and collaboration within and between library branches.
- Create a service delivery platform that will position the Library District to support new on-line services such as eBooks, Music download, Audio Book and Video File distribution over the internet.
- Provide an IT platform that will support the internal library district operation through the ability to host better on-line collaboration tools, telephony, file sharing and e-mail services.

All of these new capabilities should be implemented with fiscal efficiency and they should be engineered to provide "four 9's of availability" (e.g. 99.99% availability outside of established maintenance windows).

5. RFP Details

Requested Services

The Delta County Library District is seeking proposals that provide solution responses in three key areas. These are listed below. Note that suppliers are free to bid on individual items as well as a package of items.

- 1. Broadband Internet access services at each of our five branches**
- 2. WAN services via VPN or MPLS to provide extended network connectivity to all five library branches**
- 3. Voice over IP telephony services at each branch with on-net dialing between branches**

RFP Response Parameters

The RFP Response should be structured to follow the response guidelines outlined below. As mentioned earlier, the USAC defined selection process will be followed and all respondents. Suppliers should familiarize themselves with the data required in the response per the USAC guidelines to insure that their response is in full compliance. Failure to do so may invalidate a Supplier's response.

If questions arise, they should be promptly communicated to the USAC Support line or to the RFP author for clarification.

1. These three requirements should be addressed as separate items, with an itemized pricing matrix for monthly services provided in the RFP response. Per the USAC guidelines, services must be broken out into eligible and ineligible categories. The Library District may elect to procure one or all of the requested services based upon feature, function and cost.
2. Services should be priced in a monthly recurring charge model with any term commitments clearly stated. Any one time non-recurring charges should be detailed. If any termination fees apply, these should be clearly defined and the method for calculating them shall be spelled out.
3. All required hardware necessary to provide the requested solution shall be itemized and shall include vendor, model number, version, quantity required and any other pertinent data. These items should be identified as either eligible or ineligible line items per the USAC definition.

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4. Suppliers are free to offer hardware elements as part of the services package or on a monthly lease basis. If hardware is to be provided as part of the package, this must be clearly stated.
5. If a supplier elects to partner with another firm to deliver the requested services, this must be called out and the details of the supporting firms engagement explained. The Library District desires to have a single point of contact for all service related issues and support.
6. Questions emerging from review of this RFP should be forwarded to the author via e-mail by close of business on February 24, 2012.

Service Details

Broadband Internet Services

To support increasingly data intensive patron services, the Delta County Library District is interested in upgrading our Internet access services to a minimum of 5Mbps up/5Mbps down at each of our locations. We also wish to entertain proposals for higher speed access if suppliers are capable of delivering such services. The response should itemize these options separately.

Quality of Service (QoS) and Service Level Agreements (SLA) parameters for the service must be provided. As previously stated, the Library District is seeking a 99.99% availability level for these services. Redundancy and reliability should be engineered into the solution as a fundamental requirement.

All service commitment terms must be clearly outlined.

WAN Services

As a second priority, the Library District would like to implement a Wide Area Network (WAN) to interconnect all five of the library branches with an IP based network. This will facilitate on-net file sharing, e-mail and other collaboration services that will yield operational cost savings and operating efficiencies for the library district. Suppliers are free to recommend an appropriate solution based on VPN or MPLS standards. All effort should focus on the design and delivery of a highly available and cost effective solution.

Considerations that suppliers should review in designing and proposing their WAN solutions are the following:

- The Library District has made an investment in Cisco/Linksys E4200 routers at our network edges. We would like to preserve this investment as best possible. Note that these routers are capable of supporting VPN pass-through for IPSec, PPTP and L2TP tunneling protocols. Alternatively if a VPN router such as the Cisco RV082 VPN router is required, the supplier is free to include this equipment as part of the bid. Note all equipment and services shall be itemized separately.
- The Library District will entertain self-managed or remotely managed WAN router approaches. If both can be supported, the response should price each option accordingly. Our strong preference however, is for the service provider to deliver the requested services as a managed services package.

- Suppliers should use best practices in designing the WAN so as to incorporate public IP addresses logically. It is expected that the internal networks will use private IP addresses. The supplier should recommend an IP address scheme that can be applied across the WAN to cover the five library branches.

Voice over IP Telephony Services

With the capabilities that the implementation of WAN services would deliver, the Library District would like to implement a Voice Over IP telephony solution to drive further operational enhancements in the organization. A vendor managed and hosted VoIP solution is preferred for support reasons. It is expected that Routers and IP Handsets will be installed at the library branches. These devices should be remotely administered and managed as best possible.

The VoIP service should include the following features at a minimum.

- Call Forwarding (on net)
- Call Forwarding (external number)
- Call Holding
 - Music on hold
 - User defined Voice message play on hold
- Call Transfer (on net)
- Call Transfer (off net)
- Conference (two lines)
- Conference (multi-line)
- 3 way calling
- Call rollover after x rings
- Configurable time of day call rollover.
- User definable Voice Mail with multiple greetings
- Voice mail delivery via e-mail
- Inbound fax
- Support for outbound POTs for fax
- Web interface for call flow management

Pricing shall be in a monthly recurring model that includes equipment rental and service. Alternatively, suppliers may also quote hardware as a separate line item.

Other considerations for the hosted VoIP service are the following:

- The Library district would like to preserve our existing phone numbers if possible. These numbers are listed on page 6 of this RFP. The supplier should plan to use number portability to move these numbers over to the new service.

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- All consideration should be given to reliability and resiliency in the design of the network that will support the VoIP service. Consideration should be given to the provision of backup network facilities if this is a recommended best practice.

Other Services

If suppliers are capable of providing other services such as web hosting or e-mail as a subset of the desired services, please include details and costs for these additional services. If free services are bundled with a managed services package, please spell this out in detail. Note that the Library District is interested in securing a more descriptive domain name to brand our services, so if such services are included, please indicate so.