

December 7, 2012



Request for Proposal

CML 12-028
**Cellular Phone/Data
Service**

For Columbus Metropolitan
Library (the Library)

Issued by:

Purchasing Division
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal:

January 7, 2013
No later than 12:00 Noon
EST



Wanda Dixon, Procurement Administrator
 Procurement Division, Financial Services Department
 Telephone: (614) 849-1034; FAX: (614) 849-1134
wdixon@columbuslibrary.org

REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library is seeking sealed, signed, written proposals from qualified firms to provide **Cellular Phone/Data Service** according to the requirements described in the Scope and other documents included with this Request For Proposal (RFP). The Proposal Identification Number is **CML 12-028**.

Sealed Proposals will be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 **no later than 12:00 Noon EST on Monday, January 7, 2013**. Any proposals arriving after 12:00 Noon will be marked late and will receive no consideration for selection to provide the specified equipment, supplies and/or services.

Any questions or clarifications regarding this RFP should be sent to purchasing@columbuslibrary.org. All questions should be submitted no later than Friday, December 14, 2012.

The vendor declares to have read and understood and agrees to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract for which it is selected to provide the specified equipment, supplies and/or services at the prices proposed.

The vendor certifies, by signature affixed to this Request for Proposal Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing bid proposal (Please print or type)	Title	
Vendor Name		
Mailing address		
City	State	ZIP
Telephone	Toll Free Telephone	
Contact Person	Fax Number	
E Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL. PROPOSALS SUBMITTED WITH UNSIGNED FORMS WILL NOT BE CONSIDERED

Summary

The Library is seeking proposals for cellular phone and data services. The Library operates a cellular phone fleet of approximately 63 units, made up of a combination of equipment types, from high-end, business-style/data equipped (e.g. smartphone) units

Background

The Columbus Metropolitan Library is a county district library organized and existing under Chapter 3375 of the Ohio Revised Code and is a political subdivision of the State of Ohio.

The Library is an award-winning, forward-thinking organization that serves a population of 850,000 residents. The Library's vision is to create a **thriving community where wisdom prevails** with a purpose to **INSPIRE** reading, **SHARE** resources and **CONNECT** people.

The Library has twenty-one (21) locations throughout Franklin County plus an Operations Center and Outreach Services, serving a diverse population with varying needs, ranging from preschoolers to senior citizens.

DATA SERVICE:

CML currently utilizes iPhones as it's smartphone of choice, but also utilizes a few Windows and Android devices. These are tied into CML's corporate email system, Microsoft's Office 365 cloud solution. Bidder shall use the attached copy of the Library's Monthly Bill, which includes the current number of phones, usage, and existing service plans, to determine the quantity and scope of the services requested. Additionally, CML uses several "hot points" in which multiple 802.11 enabled devices connect to a single device for 3G Internet connectivity. Finally, CML has several 3G enabled iPads with data plans.

All areas within the geographical area must have 100% connectivity – minimum three bars. Boosters, if required to provide service, are to be installed where required.

At a minimum, all areas highlighted in yellow on the attached floor plans (refer to Attachments A, B and C) for the Main Library and the Operations Center must have guaranteed 100% connectivity. Boosters or amplification systems, if required to provide service, are to be installed at the provider's expense. A site survey of each facility will be required in order to determine signal strength in the highlighted areas and to determine proper location of equipment to boost the signal to meet the 100% connectivity requirement.

As an alternate quotation, the Library is requesting the cost for booster equipment required to provide guaranteed 100% connectivity to all areas of each facility to include the parking garage at the Main Library.

Specifications

Responses to each technical requirement must indicate that the Provider's proposal either "does comply" with the requirement or "does not comply" and a succinct explanation of how each requirement can or cannot be met must be included.

- ✓ Provider shall verify that proposed services included in this RFP work properly from all geographical locations.

- ✓ All current cellular phone numbers for CML must be retained.
- ✓ The ability to import numbers to existing phone.
- ✓ Service plans should include, at no extra charge: text messaging, caller id, caller id blocking, three way calling, call waiting, voice mail, unlimited nights and weekends.
- ✓ Provider shall offer toll free maintenance and support 24 hours a day, 365 days a year.
- ✓ Provider shall conduct a service study of all CML locations, and agree to install boosters as needed to provider cell service at no additional charge.
- ✓ Provider shall submit monthly a single bill with detailed billing by phone.
- ✓ Provider shall not charge for activation or termination during the life of the contract.
- ✓ Provider shall not charge for change in plans during the life of the contract.
- ✓ Provider shall not charge for addition/subtraction of phones on contract.
- ✓ Provider shall not charge for phone replacements, upgrades of phones, or chargers every two years.

In Addition, Please provide the following information:

1. Length of time business has provided this type of service.
2. Three references using your service for three or more years.
3. Trouble reporting and escalation procedures.
4. Costs: Detail all service costs with cost of supported cell phones separate.
5. Show applicable discounts separately, if applicable.
6. Your E-Rate Service Provider Identification Number (SPIN) on your proposal.
7. An implementation timeline proposal.
8. Corporate customer E-Rate contact information.

Proposal Submission Requirements

All proposals must be in a sealed envelope or appropriate packaging, with the Proposal Identification Number (CML#12-028) and title of the RFP (Cellular Phone/Data Service) clearly marked on the outside, addressed and delivered to:

Columbus Metropolitan Library
Attn: Wanda Dixon, Procurement Administrator
96 South Grant Avenue
Columbus, OH 43215

Proposals may also be delivered in person to the Security Desk, First Floor, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215. Proposals submitted via e-mail will not be considered.

Any proposals arriving after 12:00 Noon EST on Monday, January 7, 2013 will be marked late and will receive no consideration for selection to provide the requested services. The Library will return, unopened, any proposals that are received after the deadline.

One (1) original, completed and signed in blue ink, and five (5) copies are required. An electronic file of the proposal must also be submitted in .pdf format on either CD-ROM or flash drive.

Proposal Format

To facilitate comparison of proposals, vendors must submit proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections.

- A. RFP Cover Sheet – signed by an officer of the firm.
- B. Itemized Bid Price Sheet
- C. Bidder's Service Provider Identification Number (SPIN)
- D. List of References – Minimum of 3 client references to include contact name, organization name, telephone and email information.
- E. Vendor Qualifications – Sufficient documentation that demonstrates the bidders' ability to provide the services as requested in this RFP.

Proposal Questions

Any questions or clarifications regarding this RFP should be sent to purchasing@columbuslibrary.org and reference the Proposal Identification Number (CML#12-028) and title of the RFP (Cellular Phone/Data Services). All questions should be submitted no later than Friday, December 14, 2012.

Answers to all questions will be documented and posted on the "Doing Business with the Library" page of the Library's website at www.columbuslibrary.org/about/doing-business by no later than Friday, December 14, 2012.

EVALUATION

The successful vendor(s) will be chosen based upon the best total point score when evaluated against the criteria below.:

- Bid Price for services requested
- Ability to provide for Reliable Service: Minimal Dropped Calls
- Equipment Costs
- Ability to Provide Exemplary Customer Support and Service for Troubleshooting, Training, New Phone Deployment, Set-up, and Provisioning of Phones
- Ability to assist Customer in Billing Services and Provide Accuracy in Pricing, Orders, and Billing
- Extent of E-Rate Experience

The Library reserves the right to reject any or all bids.

Projected Timeline

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for thorough and complete analysis of responses.

If a change is made to the RFP process, it will be communicated to those organizations reflecting an interest in responding to the opportunity and through a notice published on the “Doing Business with the Library” page of the Library’s website www.columbuslibrary.org/about/doing-business.

Activity	Target Completion Date
Issuance of RFP, Inquiry Period Begins	December 7, 2012
Inquiry Period Ends	December 14, 2012
Final Response to Vendor Questions	December 18, 2012
Proposal Due Date	January 7, 2013

Per the requirement of the Erate Program, no billing and/or service may begin for this contract until July 1, 2012 and may not extend past June 30, 2013.