

April 23, 2012



REQUEST FOR PROPOSAL

Consultant – Replacement Telephone System

RFP # CML 12-013

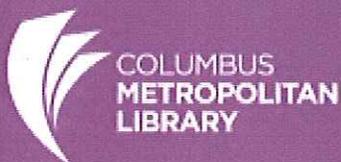
For Columbus Metropolitan Library (the Library)

Issued by:

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

Deadline for Submittal:

May 11, 2012
No later than 12:00 P.M. EST



PURPOSE:

This is a Request for Proposal (RFP) to solicit sealed proposals for a consultant to prepare a written assessment defining Columbus Metropolitan Library's (the Library) business needs and all required elements for the ideal solution for a replacement telephone system. This RFP provides details on what is required to submit a Proposal for Work, how the Library will evaluate the proposals and what will be required by the consultant in performing the work. If a suitable offer is made in response to the RFP, the Library may enter into a contract to have the selected vendor perform all or part of the project.

INTRODUCTION:

The Columbus Metropolitan Library (the Library) is a county district library established in accordance with § 3375.20 of the Ohio Revised code. The Library, which is a separate legal entity, is financially, managerially and operationally independent from both Franklin County and the City of Columbus. The Library is a fully funded political subdivision and receives the majority of its funding from the State of Ohio and locally voted property taxes.

The Library consists of a Main Library located in downtown Columbus (where the Library administrative offices are located) and 20 branch libraries throughout Franklin County. Additionally, the Library has an Operations Center located in Gahanna, Ohio that houses our Information Technology, Property Management, Digital Services, Outreach, and Technical Services Departments.

The Library also services the two locations of the Southwest Public Library System, located in Franklin County.

BACKGROUND:

Each site of the Library is connected to the Operations Center (located in Gahanna) by a 50meg fiber circuit, provided by Time Warner Cable. The Main Library, where most support staff resides has a 100meg connection. The Library has a 500meg connection to the Internet.

The Library implemented an Inter-Tel Axxess system in 2004. The system provides basic needs such as DID dialing, voice mail, conferencing and inbound faxing. The Library's phone system, including the auto dialer, processes approximately 6600 external calls per day.

The current telephony environments are comprised of:

- 592 digital handsets
- An IVR system provided by Talking Tech (out of scope for this project)
- 4 PRI circuits (2 at Operations Center, 2 at Main Library)
- 58 analog circuits
- 2000 DIDS
- At the time of proposed migration, CML will use Microsoft Office 365 for its email system as well as Microsoft Lync.

PROJECT OBJECTIVE:

The selected consultant will be expected to assist the Library in completing a comprehensive technology review and needs assessment of its telephony system. The consultant will also assist in writing an RFP for a new system, as well as evaluating bids from vendors.

The specific items included within the scope of services are listed as follows:

- Perform a needs assessment with the Library's technical and end user staff. The vendor will be expected to conduct on-sight interviews with key technical and end user staff.
- Provide an overview of the current telephony market and technology advances. Vendor should have knowledge on integrating Microsoft Lync into telephone systems.
- Document pros and cons of options available to the Library
- Recommend future direction for the Library
- Evaluate current needs and technology infrastructure in order to assist in publication of an RFP
- Work with the Library to establish selection criteria for proposed vendors
- Assist the Library in proper budgeting for new system and work with selected system vendor to obtain optimal pricing
- Review vendor proposals and assist in selection of a new system
- Ensure compliance and adherence to Federal Erate guidelines and processes

DELIVERABLES:

The consultant will assist in the planning, research and selection of a telephone system vendor for the Library by:

- Conducting onsite visits and meeting with key Library personnel
- Gathering pertinent data needed to:
 - Determine core needs and functionality for future growth
 - Development of business, functional and technical requirements
 - Development of a RFP for a telephone system
- Evaluating market and RFP responses
- Guiding vendor selection process
- Assisting with contract terms, pricing conditions and negotiations
- Presenting written reports and findings to key library management team members
- Provide project oversight during implementation (optional – please provide separate quote for this process)

PROJECT MILESTONES:

The Library anticipates the following milestone dates:

April 23, 2012 – Publication of RFP for consulting services

April 30, 2012 – Deadline to submit questions

May 04, 2012 – Library responses to all questions

May 11, 2012 – Deadline for submission of consultant proposals

May 21-23, 2012 – Interview with proposal finalists

May 25, 2012 – Notification of award

June 01, 2012 – Approximate commencement of work

September 2012 – Publication of RFP for telephone system and Federal Erate form 470

November – December 2012 – Review and vendor selection for telephone system

December – January 2013 – Vendor approval for telephone system

** Note - All dates are subject to change and the Library reserves the right to terminate all or part of the project, without cause, with a 30 day written notice to the vendor.*

QUALIFIED APPLICANTS:

The Library desires to enter into a contract with a consultant that will agree to acceptable levels of service and performance, which includes:

- 1) Trust, reliability and experience in the telephone system industry
- 2) Objectivity and independent of vendor influence
- 3) Provide analysis and recommended solutions to identified needs
- 4) Quality of the proposal, specifically responsiveness to requirements and adequacy of information provided
- 5) Past experience and references, including recent engagements roughly equal to the Library's size and needs
- 6) Strong knowledge of the Federal Erate guidelines and processes

Additional criteria may be identified at a later time by the Library.

To avoid a conflict of interest, the business entity that is awarded this consulting contract will NOT be eligible to receive the contract for the new telephone system.

PROPOSAL SUBMITTAL:

Proposals should not be excessively long or submitted in an elaborate format that includes expensive binders or graphics. Each page of the proposal should state the name of the vendor, the RFP number, and the page number.

To facilitate comparison of proposals, vendors must submit proposals in a format that corresponds to the following:

RFP Cover Sheet – signed by an officer of your company

- Section 1: Introduction and general information about the Vendor
Section 2: Qualifications, relevant experience

- Section 3: References – List 3 references including a contact name.
Section 4: Recommendations to meet the Library's expectations for this RFP.

Each Vendor must submit a proposal clearly marked **Consultant – Telephone Services RFP # CML 12-013**. One (1) original, completed and signed in blue ink, and three (3) copies are required. Proposals are due no later than May 11, 2012, at 12:00 noon EST. Proposals submitted by e-mail or fax are not acceptable and will not be considered. Proposals must be submitted to:

Columbus Metropolitan Library
Purchasing Division CML 12-013
96 South Grant Avenue
Columbus, OH 43215

CML will reject any proposals that are received after the May 11, 2012 deadline.

CONTRACT AWARD:

The Library's evaluation team, consisting of select members of various work units, will evaluate responses to the RFP based on the following criteria:

- The Vendor's understanding of the work, how well the proposed scope of work addresses the project requirements
- Experience both in terms of past efforts in this type of work and the level of completeness to the project
- The cost or pricing structure of the proposal

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library. An award will be made only to a responsible vendor that possesses the ability to perform successfully under the agreed terms and requirements.

Every effort has been made to include enough information within this RFP to enable vendors to prepare a response that thoroughly and fairly represents their respective capabilities to meet the Library's requirements. If there are questions concerning the contents of this document, the Library is willing to provide responses in a timely manner.

Submit all RFP questions and inquires via email to:

Wanda Dixon, Purchasing Administrator
Deb Czycalla, Finance Coordinator
Email address: Purchasing@columbuslibrary.org

To avoid future conflicts of interest or unfair competitive advantage over competing consultants/consultants on future projects, the Library will share the detailed results of any and all research along with conclusions and recommendations made by the selected consultant with anyone interested in working with the Library on future projects and as public records laws require.