



BUFFALO AND ERIE COUNTY PUBLIC LIBRARY SYSTEM

**REQUEST FOR PROPOSAL**

FOR

**INTERNET ACCESS AND SERVICES**

**RFP # 1205VF**

JANUARY 27, 2012

## REQUEST FOR PROPOSAL



### Buffalo & Erie County Public Library Internet Access and Services

This Request for Proposal is issued by the Buffalo & Erie County Public Library ("B&ECPL" or "the Library") to select a vendor ("Vendor") to provide Internet access for the Library for a five-year period beginning July 1, 2012, with the option to renew for up to two additional five-year periods. The response should include the cost of the dedicated circuit with 24 hour/day, 7 day/week support.

In addition, as part of the RFP, the B&ECPL would like to solicit a proposal for selected Internet services.

#### **BACKGROUND:**

The Library consists of one (1) Central Library and thirty-six (36) branch and town libraries. The branch and town libraries are spread across Erie County and are connected via a point-to-point wide-area-network. Locations can be seen at the Library's web site [www.buffalolib.org/libraries/map2erie.asp](http://www.buffalolib.org/libraries/map2erie.asp). The branches and town libraries vary greatly in size (square footage of building) and circulation.

In 1998, the Library received the first of several significant grants from the Bill and Melinda Gates Foundation to begin providing patron access to the Internet and various computer applications at library locations. With this funding and additional money provided by a large Erie County capital project, the Library was able to build a strong infrastructure to support the needs of its libraries found throughout the County - from Grand Island to Concord. The wide area network provides at least a 5MB connection to each library from the Central Library and a local area network (LAN), including a router, wireless equipment, switch(es), server, workstations and printer(s), was built at all branch and town libraries. By the beginning of the twenty-first century, public access to the Internet was available to patrons at all locations. The number of workstations available to the patrons varies from approximately 6 to 100, depending upon the library location, size and demand.

Usage of the public access workstations has grown annually and the demand for additional bandwidth has increased dramatically each year, as the Internet

applications used by our patrons have become more bandwidth intensive. In 2011, the number of registered sessions reached well over 800,000 up from 438,000 in 2007. Additionally, the Library provides free WIFI service at all 37 locations, generating approximately 70,000 sessions in 2011.

Using special "e-Rate" funding and carefully budgeted monies approved by the trustees of the Buffalo and Erie County Public Library Board, the Library has worked hard to provide adequate bandwidth to the Internet within its budget constraints.

### **CURRENT INTERNET ACCESS STATUS:**

The Buffalo and Erie County Public Library currently has a 200 Mb connection to the Internet through a fiber link with an Ethernet hand off configuration to a major New York State Internet Service Provider (ISP). All thirty-seven libraries access the Internet through this connection. Default routes are sent to the B&ECPL through BGP peering, with the option of full routes being sent if requested.

Primary DNS service for the "buffalolib.org" domain is provided to users on the Internet by the B&ECPL. The Library hosts its own web sites providing access to online catalogs and other resources. In addition, e-mail is hosted internally for all staff and an internal server acts as the mail forwarder.

The Library owns one (1) Class C network which is used in conjunction with non-routable addresses and Network Address Translation for addressing all Library workstations and telecommunications equipment located at our thirty-seven locations. Our current ISP provides a limited number of non-portable IP addresses that are used for connectivity between the firewall and the ISP's router.

### **CURRENT INTERNET SERVICES:**

The Buffalo and Erie County Public Library currently does not receive any Internet services such as email, from its Internet Services Provider providing Internet access.

The B&ECPL provides its own DNS and DHCP services and secures its own network with appropriate firewalls. In addition, the Library hosts its own web sites and e-mail.

## **CURRENT EQUIPMENT CONFIGURATION:**

The Library currently utilizes the single "Gigabit Ethernet" port of a Cisco 3825 router to establish a fiber link for the 200 Mb connection to the ISP. The router has 256MB of RAM/64MB of Flash.

All vendors responding to the Request for Proposal should plan to provide the Library with a "RJ45 Copper Ethernet hand-off." In the vendor's response, a recommendation for upgrades/replacement of the Library's existing equipment may be included. However, the Library will make the final determination and [the](#) cost of any additional equipment, required to be purchased by the Library, will be included in the total cost of the proposed solution.

## **FUTURE INTERNET ACCESS REQUIREMENTS:**

The Vendor who is awarded this contract must:

1. Allow transparent connections to and from the Internet permitting the use of the existing registered address space within the Buffalo & Erie County Public Library network. The Vendor shall not pass Buffalo & Erie County Public Library network traffic through a proxy or any other address translating system.
2. Be fully responsible to execute the migration of the B&ECPL networks and systems from the Library's existing Internet Service Provider. Each Vendor Response must include a detailed *Implementation Plan*. The Vendor's *Implementation Plan* must consider that there can be no interruption in Internet service and connectivity to the Internet must be provided to Library staff and patrons throughout the migration. It must be approved by the B&ECPL prior to its initiation.
3. Supply prompt technical support for all connection issues between the B&ECPL network, the ISP, and the Internet 24 hours/day 7 days/week.
4. Support expansion of Library's bandwidth to the Internet, if required to provide sufficient service to the Library's patrons.

**FUTURE INTERNET SERVICE REQUIREMENTS:**

The Buffalo and Erie County Public Library may optionally contract with the Internet Service Provider to provide any or all of the following Internet services:

1. Firewall
2. DNS
3. DHCP
4. Web Hosting
5. e-Mail
6. Bulk e-Mail

The Vendor should supply the Library with details of each Internet service it can provide.

**PROPOSAL TIMELINE:**

The Library anticipates the following general timeline in connection with issuance of this RFP:

| <b>Event</b>   | <b>Date/Time</b>  |
|--|-------------------|
| RFP Released and Advertised & e-Rate Form 470 Posted | 1/27/2012         |
| Closing Date for Questions                           | 2/10/2012 12 p.m. |
| Responses to Questions Delivered                     | 2/13/2012         |
| Submission of Proposal                               | 03/02/2012 4 p.m. |
| e-Rate Form 471 Filing Deadline                      | 03/20/2012        |
| Implement Internet Access                            | 07/01/2012        |

The Buffalo and Erie County Public Library reserves the right to modify this schedule at its discretion.

## RFP QUESTIONS, INQUIRIES AND CLARIFICATIONS:

Questions concerning RFP specifications must be presented in writing to:

Kenneth H. Stone

Deputy Director, CFO

1 Lafayette Square

Buffalo, New York, 14203-1887

Phone Number: 716-858-7170

Fax Number: 716-858-6544

e-mail: [stonek@buffalolib.org](mailto:stonek@buffalolib.org)

**The deadline for submitting questions is 12 p.m. Eastern Time on February 10, 2012.** The Library will not respond to questions received after that time.

The subject of any E-mail or the cover sheet for any fax correspondence should be clearly labeled, labeled *RFP Internet Access and Services*. The library will acknowledge receipt of a question via return fax and/or E-mail. If a vendor who submits question(s) does not receive an acknowledgement, he/she should assume the question was not received.

All prospective vendors must notify Mr. Stone via email at [stonek@buffalolib.org](mailto:stonek@buffalolib.org) if they wish to receive updates and answers to questions. Answers to questions will be emailed to all who have notified Mr. Stone of their desire to receive updates on or about **February 13, 2012.**

## PROPOSAL SUBMITTAL:

You must provide three (3) signed hard copies of your proposal; at least one of which must be unbound and printed on letter (8 ½" x 11") size paper to facilitate copying. All responses to this Request for Proposal must be securely sealed in an opaque envelope/box, labeled *Internet Access and Services Proposal for the Buffalo and Erie County Public Library*, with return address and delivered to:

Kenneth Stone

Deputy Director, CFO

Buffalo & Erie County Public Library

Administration - 2<sup>nd</sup> Floor

1 Lafayette Square

Buffalo, New York 14203-1887

The Buffalo And Erie County Public Library **MUST RECEIVE YOUR COMPLETE PROPOSAL BY March 2, 2012 at 4 p.m. EST.** Any responses received subsequent to that time will not be considered.

**No responses will be accepted after that date and time.** The sealed transmittal is to have *Internet Access and Services Proposal for the Buffalo and Erie County Public Library* clearly marked on the outside of the package.

All costs associated with the preparation of the proposal, as well as any other related materials, will be borne by the vendor submitting a proposal. All proposals become the property of Buffalo and Erie County Public Library.

Buffalo and Erie County Public Library reserves the right to stop the selection process at any time if it is considered to be in the best interest of B&ECPL. The Buffalo and Erie County Public Library also reserves the right to reject any or all proposals submitted. A binding agreement between B&ECPL and any vendor shall be dependent upon the negotiation, drafting and execution of a formal contract.

#### **PROPOSAL FORMAT:**

Each vendor must complete all sections of Appendix A, including all attachments specified in this document. Any vendor missing any part of Appendix A may be disqualified.

The Library reserves the right to reject any and all proposals submitted that fail to conform to the requirements of the RFP and to request additional information from any firm submitting a proposal.

#### **VENDOR PROFILE REQUIREMENTS:**

All potential vendors must provide a *Vendor Profile* as part of the response. The *Vendor Profile* should demonstrate the ability of the Vendor to meet the needs of the Buffalo and Erie County Public Library and the following qualifications:

##### **1. Experience**

It is expected that the successful Vendor will be a full Internet Service Provider (ISP) and must have a proven track record with no less than 5 years of Internet experience and 99.9% up-time. The response must include a discussion of the Vendor's experience and qualifications. The Vendor must supply at least three (3) references that are similar in size and scope to the B&ECPL project.

## 2. Project Management

The successful Vendor must demonstrate that it has designed, installed, and successfully met installation dates in several projects of equal or greater scope to the B&ECPL project. The response should include samples of schedules and project management reports used in previous projects.

## 3. Support

The successful Vendor must demonstrate with a Service Level Agreement (SLA) that adequate Help Desk support can be provided 24 hours a day, 7 days a week. Escalation procedures must be described. In addition, penalties for network outages must be specified.

### **e-RATE REQUIREMENTS:**

By submitting a response to this RFP, each vendor agrees to:

1. Participate in and comply with all rules and regulations of the e-Rate discount program.
2. Provide a Service Provider Information Number (SPIN) upon submitting a response.
3. For payment, the Vendor agrees to invoice the Buffalo and Erie County Public Library the gross amount less USF discount and invoice USF for the discount amount, utilizing USF's Service Provider's Invoice Form (SPIF) process. Alternatively, though less desired, vendor participation in the Billed Entity Applicant Reimbursement (BEAR) process would satisfy this requirement.
4. Vendor must sign a contract with the Buffalo and Erie County Public Library prior to the March 20, 2012 e-Rate filing deadline. The contract MUST be in place in order to coincide with any e-Rate deadline.
5. Provide the Buffalo and Erie County Public Library with Internet access on July 1, 2012.

Complete information for vendor ("Service Provider") participation in the e-Rate program can be found at the USAC Schools and Libraries Program web site: <http://www.usac.org/sl/>

## **BASIS OF COST:**

All potential vendors must provide detailed cost information as part of the response. The annual price quotes for all bandwidth levels shall be firm for the entire term of the contract. The Library intends service on July 1, 2012 to be at least a full 200Mb. However, it is anticipated that the need for additional bandwidth will continue to grow in the coming years so the contract must provide flexibility to the Buffalo and Erie County Public Library to be able to expand its Internet connection.

Therefore, the Vendor must supply a graduated ladder of bandwidth steps, which would allow the B&ECPL to expand beyond the current 200Mb. Subject to change, the Library estimates this could occur on a semi-annual basis. With the quotes, the Vendor should include an *Upgrade Plan*, which should specify the detail steps required for each upgrade.

If rates are decreased for the general public or due to federal and/or state contracts or legislation (e.g. Telecommunications Act of 1996), charges shall be adjusted.

## **EVALUATION CRITERIA:**

The Buffalo and Erie County Public Library will evaluate each firm's proposal in a fair, consistent, and objective manner. The final decision regarding proposal selection and contract award will be subject to management review and approval.

It is the Library's intent to award this contract to the responsive and responsible vendor whose cost is the lowest for Internet access and whose response complies with the terms and conditions of this "Request for Proposal." The cost shall include, in addition to the access fees, all equipment (even if purchased by the B&ECPL - any such equipment needed must be clearly identified by vendor), installation, training, support and consulting charges. Secondly, the Library will evaluate the vendor's ability and cost to provide Internet services, such as security, web hosting and e-mail.

The following criteria will be considered with cost being the most important factor, weighted higher than any other factor:

- RFP Response
- Proposed Cost
- Implementation Plan
- Vendor's Profile
- Vendor's References
- Upgrade Plan
- e-Rate Requirements
- Technical Requirements
- Other

**CONTRACT PERIOD:**

The initial term of the contract will be for a period of five (5) years. The contract may be extended for up to two (2) additional periods of five (5) years with mutual agreement between the Library and the Internet Service Provider.

Notwithstanding the above, the Library may cancel the contract for non-performance, poor performance, or other failure of the Vendor to meet the contract terms and conditions. Prior to taking such action, the contractor will be notified in writing of any deficiencies in their performance and will have thirty (30) days to correct such deficiencies.

**CONTRACT SCOPE:**

It is the intent of the Buffalo & Erie County Public Library to award one (1) contract to a Vendor to supply the Central Library and all of its thirty-six branch and town libraries with access to the Internet.

**CONTRACT AWARD:**

The Library may elect to split the award between multiple vendors such that one vendor may be selected to provide all Internet access and other vendors could be awarded one or more of the Internet services.

The Library also reserves the right to reject all responses.

## **DELIVERY & IMPLEMENTATION:**

The Buffalo and Erie County Public Library intends to apply for e-Rate discounts for the Internet access for the time period July 1, 2012 to June 30, 2013; likewise for subsequent funding years. Therefore, it is absolutely imperative that the Vendor awarded the contract provide Internet access to the Library by July 1, 2012. Any delay will result in the Library losing approximately 61% of the monthly cost. The Vendor must agree to compensate the B&ECPL for such loss with deductions from future invoices.

The Library agrees to work with the Vendor in order to facilitate this schedule. However the Library shall incur no charges for services, including installation fees prior to the July 1, 2012 implementation date. A “proof of performance test” should be included as part of the *Implementation Plan* to be provided by the Vendor and is required.

**\*\* This Page Left Intentionally Blank \*\***



**BUFFALO AND ERIE COUNTY PUBLIC LIBRARY  
1 Lafayette Square, Buffalo, New York 14203-1887**

**INTERNET SERVICE PROVIDER  
Request for Proposal - Vendor Response Form**

The Buffalo and Erie County Public Library requires a vendor to provide Internet access to the Central Library and all thirty-six remote city branch and town libraries.

All vendors planning to submit a quote are required to complete this Vendor Response Form with all necessary attachments.

**1. Price Quote**

**INTERNET ACCESS - FIXED BANDWIDTH**

Based upon past growth, the Library anticipates that bandwidth will need to be upgraded approximately every six months to the following sizes. Vendor should quote prices for the initial bandwidth and each planned increment.

| <b>INTERNET ACCESS COST*</b>                 | <b>INTERNET BANDWIDTH (Mb)</b> | <b>INSTALL COST (if any)</b> | <b>MONTHLY RECURRING COST</b> | <b>ANNUAL RECURRING COST</b> |
|--|--------------------------------|------------------------------|-------------------------------|------------------------------|
| Start of contract                            | 200                            |                              |                               |                              |
| Potential upgrade during life of contract to | 300                            |                              |                               |                              |
| Potential upgrade during life of contract to | 400                            |                              |                               |                              |
| Potential upgrade during life of contract to | 500                            |                              |                               |                              |
| Potential upgrade during life of contract to | 600                            |                              |                               |                              |
| Potential upgrade during life of contract to | 700                            |                              |                               |                              |
| Potential upgrade during life of contract to | 800                            |                              |                               |                              |
| Potential upgrade during life of contract to | 900                            |                              |                               |                              |
| Potential upgrade during life of contract to | 1000                           |                              |                               |                              |
| Potential upgrade during life of contract to | 2000                           |                              |                               |                              |
| Potential upgrade during life of contract to | 5000                           |                              |                               |                              |
| Potential upgrade during life of contract to | 10000                          |                              |                               |                              |

\* Note: Prices must be firm for the entire term of the contract. However, if rates are decreased for the general public or due to federal and/or state contracts or legislation (e.g. Telecommunications Act of 1996), the vendor must agree to adjust charges accordingly. Specify cost as total, not as in-addition to.

**OPTIONAL LOCAL LOOP CHARGE\*\***

\*\* Note: Currently, there is no need for local loop service. However, if the proposed solution will require its addition, the Vendor must supply its cost, which will be included in the total cost computation. The Vendor will be responsible for the ordering and installation and maintenance of the "local loop." If not needed, mark "N/A".

**INTERNET SERVICES**

| INTERNET SERVICE COST | INSTALL COST<br>(if any) | MONTHLY RECURRING COST |
|-----------------------|--------------------------|------------------------|
| Firewall              |                          |                        |
| DHCP                  |                          |                        |
| DNS                   |                          |                        |
| Web Hosting           |                          |                        |
| e-Mail                |                          |                        |
| Bulk e-Mail           |                          |                        |

**2. Implementation Plan**

The Vendor awarded the contract will be fully responsible to execute the migration of the B&ECPL networks from the Library’s existing Internet Service Provider. The Vendor Response must include a detailed **Implementation Plan**. The plan must demonstrate that there will be no interruption in Internet service for Library staff and patrons throughout the migration.

- A. Is the Implementation Plan attached? \_\_\_\_\_ (Yes/No)
- B. Does it include “Proof of Performance” Test? \_\_\_\_\_ (Yes/No)
- C. Does it include a schedule and timeline? \_\_\_\_\_ (Yes/No)

**3. Vendor Profile**

All potential vendors must provide a *Vendor Profile* as part of the response. The *Vendor Profile* should demonstrate the ability of the vendor to meet the needs of the Buffalo and Erie County Public Library and highlight the critical qualifications.

- A. Is the Vendor Profile attached? \_\_\_\_\_ (Yes/No)
- B. Does it demonstrate 5 years experience? \_\_\_\_\_ (Yes/No)
- C. Does it demonstrate 99.9% uptime? \_\_\_\_\_ (Yes/No)
- D. What is the meantime to resolve problems? \_\_\_\_\_ (Time)
- E. Does it include 3 references? \_\_\_\_\_ (Yes/No)
- F. Does it describe at least 3 projs. (w/timelines/rpts.)? \_\_\_\_\_ (Yes/No)
- G. Does it include a schedule and timeline? \_\_\_\_\_ (Yes/No)
- H. Does it include Help Desk Hours and Procedures? \_\_\_\_\_ (Yes/No)
- I. Does it include Escalation Procedures? \_\_\_\_\_ (Yes/No)
- J. Does it include Penalty Credits? \_\_\_\_\_ (Yes/No)

**4. Upgrade Plan**

An *Upgrade Plan* detailing the steps required to upgrade the bandwidth must be provided.

A. Is the Upgrade Plan included? \_\_\_\_\_ (Yes/No)

**5. e-Rate Requirements**

The Vendor must agree to comply with all e-Rate requirements.

A. SPIN Number: \_\_\_\_\_

B. Does the Vendor agree to use the SPIF or BEAR? \_\_\_\_\_ (Yes/No)

C. Vendor agree to execute a signed contract prior to 3/20? \_\_\_\_\_ (Yes/No)

**6. Internet Access - Technical Requirements**

The Vendor must enter a “√” to ensure that the organization can comply with the technical requirements listed below:

| INSTALLATION and SERVICE REQUIREMENTS  | CAN & WILL COMPLY |
|--|-------------------|
| 1. The vendor must provide OC3 or higher capacity dedicated network backbone and redundant Network Access Point (NAP) access. The vendor will be required to provide a network map showing where <u>multiple</u> OC3 segments exist and a description of NAPs. |                   |
| 2. The vendor must be able to provide a point of presence (POP) in Buffalo, New York, and provide contracted bandwidth at all times.   |                   |
| 3. The vendor must be a full Internet Service Provider (ISP) and must have a proven track record with no less than 5 years of Internet experience and 99.9% uptime.  |                   |

|   |  |
|---|--|
| <p>4. The vendor must provide the Library with a 200 Mb connection to the Internet. The vendor must also be able to upgrade the bandwidth as necessary to meet the demand of B&amp;ECPL patrons. The following requirements must be met:</p>  |  |
| <p>a) Allow transparent connections to and from the Internet permitting the use of the existing registered address space within the Buffalo &amp; Erie County Public Library network. The Vendor must not pass Buffalo &amp; Erie County Public Library network traffic through a proxy or any other address translating system.</p>  |  |
| <p>b) The vendor must provide BGP peering with options for both default and full route updates.</p>   |  |
| <p>c) The vendor must provide secondary Domain Name Service (DNS) for outbound name to address resolution.</p>  |  |
| <p>d) The vendor must provide a written management plan for cutting over Internet services from the Library's current Internet Service Provider. The vendor must execute this detailed migration plan, after receipt of Library approval. It must include a telephone circuit order, installation of said circuit, and on-going maintenance of this circuit, which is to originate from the Library's Network Center, located at the Central Library, 1 Lafayette Square, Buffalo, New York 14203-1887.</p> |  |
| <p>e) The vendor must provide the Library with pricing for full 200Mb of service. The vendor must also supply pricing for additional bandwidth.</p>   |  |
| <p>f) The Library will initially supply a Cisco 3825 series router with a single "Gigabit Ethernet" port to establish a link with the "RJ45 Copper Ethernet hand-off" to be provided by the vendor. The vendor may recommend upgrades and/or replacement to the Library's equipment.</p>  |  |

|   |  |
|---|--|
| <p>g) The vendor must provide any required training for three (3) people to be designated by the Library. The training must include network/system integration and security.</p>  |  |
| <p>h) The vendor must perform network operation monitoring, management, customer support, and maintenance twenty-four (24) hours per day, seven (7) day per week, and notify the Library via telephone (at a number to be provided) when interruptions occur. A copy of the vendor's SLA (Service Level Agreement) is attached.</p> |  |
| <p>i) The vendor must provide either a local Buffalo phone number or a toll-free support number which must be active twenty-four (24) hours per day, seven (7) days per week, for the Library to report problems.</p>   |  |
| <p>j) The vendor must respond to all reported problems immediately and resolve all these problems within 1 hour. Vendor must state the mean time to resolve customer issues.</p>  |  |
| <p>k) The vendor will be required to provide a written problem resolution plan, including escalation procedures and appropriate contact information.</p>  |  |

### 7. Internet Services - Technical Requirements

The Vendor must enter a “√” if it is able to provide each of the following Internet services and that it has supplied detailed information about its service.

| INSTALLATION and SERVICE REQUIREMENTS | CAN &<br>WILL<br>COMPLY |
|---------------------------------------|-------------------------|
| 1. Firewall                           |                         |
| 2. DNS                                |                         |
| 3. DHCP                               |                         |
| 4. Web Hosting                        |                         |
| 5. e-Mail                             |                         |
| 6. Bulk e-Mail                        |                         |