



**Request for Proposals (RFP) for Unified Communications as a Service (UCaaS) Provider
Geneva Public Library District, Geneva, IL**

Issued: March 1, 2019

Submittals Due: 5:00 p.m. Central Daylight Savings Time, March 21, 2019

I. INTRODUCTION

The Board of Trustees of the Geneva Public Library District (GPLD) is issuing a Request for Proposal (RFP) from qualified vendors to offer a Unified Communications as a Service (UCaaS) solution. The proposed system must be a cloud based hosted platform that can allow for scalability, offer easy to use administrative tools, and is easily transferable to a new location.

II. BACKGROUND

Community Information

GPLD (127 James Street, Geneva, Illinois, 60134) is located 40 miles west of downtown Chicago on the Fox River in Kane County, Illinois. The original facility was built in 1908, with additions in 1938, 1986, and 1998. The Library reached its 114th year of tax supported service in 2008, the year the library building turned 100. The population of Geneva Public Library District is 30,500, according to the data compiled in the 2010 census. GPLD potentially could serve an estimated population of up to 46,000 residents by build-out. Two-thirds of the population lives within the City limits of Geneva, while the other one-third lives southeast and southwest of the downtown Geneva area. While Geneva started out as a rural community, over the last 50 years, the area has acquired a more suburban character.

On April 4, 2017, District residents voted to approve issuing bonds in the amount of \$21,800,000 for the purpose of building and equipping a new facility. Building plans for a new 57,000 square foot library at 227 S. Seventh Street were approved by the City of Geneva on April 2, 2018. On June 7, 2018, Geneva Public Library's Board of Trustees awarded the building contract to IHC Construction Companies LLC of Elgin

and construction began following a groundbreaking ceremony at the site on July 27, 2018. The new facility is expected to open in the fall of 2019.

GPLD Infrastructure

GPLD is currently equipped with a Comcast 150 Mbps Internet connection and an AT&T 3 Mbps fiber Internet connection. In the fall of 2019, GPLD will move to a new facility. At the new location GPLD will upgrade both internet connections to fiber lines with speeds of 150 Mbps or higher. GPLD uses Gigabit Ethernet and PoE (Power Over Ethernet) switches.

III. SCOPE OF WORK

Proposals must include configuration and installation of the UCaaS system, training for both administrators and end users, ongoing maintenance and technical support and all necessary endpoint equipment phones, receptionist console, and conference bridge. The initial implementation at our current location will require 58 new IP phones and service for 58 users / extensions. In the fall of 2019 we will move to our new location and need to purchase approximately 15 additional phones and account services for a total of 73 extensions. In the new facility, eleven extensions will be placed in areas of the library such as the lobby, mechanical rooms, and storage areas that require basic call service only. Proposals must address plan and costs for system implementation in existing building, any requirements and cost for adding additional phones and accounts at a later date, and plan and costs for moving the system to the new building.

IV. PROJECT TIMELINE

- Request for proposal issued: March 1, 2019
- Deadline for questions from vendor: March 15, 2019
- Deadline for vendor proposals: March 21, 2019
- Proposal opening meeting: March 22, 2019 at 10:00 a.m. at the Library
- Notification of contract award (anticipated): April 19, 2019
- Installation of system (anticipated): May 13, 2019

V. SUBMITTAL REQUIREMENTS

The entire proposal must be delivered in a sealed envelope or package and clearly marked "UCaaS Proposal." Proposals are due by March 21, 2019 by 5:00 pm and shall be delivered by hand, U.S. mail, or courier service to: Geneva Public Library District, Christine Lazaris, Library Director, 127 James St., Geneva, IL 60134.

Submission must include two (2) hard copies with one (1) signed and marked as "original" and one (1) electronic copy.

All costs associated with the preparation and delivery of a proposal will be borne by the vendor. Proposals received after the deadline above will be rejected. Proposals submitted by facsimile transmission or e-mail will be rejected. No vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

In order to facilitate a thorough and consistent analysis and evaluation process, GPLD requires that the following components be included in the proposal submitted by the vendor:

- Executive Summary
- Company Background
- Proposed Service and Hardware
- Implementation Plan
- Responses to Requirements
- Cost Quotations
- References

- A. **Executive Summary:** Description of the UCaaS being proposed in a brief narrative.
- B. **Company Background:** Description of the company's background including history, size, present status, future development plans and industry perspectives. Proposal evaluators will be determining if the company is stable, financially strong, focused on the future, and a leader in the industry.
- C. **Proposed Service and Hardware:** Description of the proposed service and hardware and how it will meet the requirements of the RFP and defined scope of work. Please include detailed information about phones and other endpoint devices. Please include detailed information about support options including guaranteed response time and any available level of service agreements. Describe network architecture including information on redundancy of data centers and standards or techniques used for ensuring quality of service.
- D. **Implementation Plan:** Provide an implementation plan. Please address any anticipated migration issues and challenges for: 1) moving from current phone system to proposed system and 2) moving proposed phone system from current facility to new facility. Provide a detailed description of the level and extent of support and training provided during the system implementation and migration process. Please include any costs associated with this support. See scope of work for further information about planned building move.

E. **Responses to Requirements:** Responses to requirements listed in Section VI of this RFP must be provided in this section. Please use the comments field to describe or further explain your answer. Use the following code to respond to requirements. Proposals for systems in Alpha or Beta phase of development will not be considered. If two or more vendors submit a single proposal, they shall do so as prime/subcontractor(s). If vendor's specifications for furnishing equipment or service are in any respect not equivalent to the requirements for the RFP, this discrepancy must specifically be called out in the proposal.

Y: YES. Feature, function, product, or service is available as requested and is fully operational using the version proposed for GPLD. Feature, function, product or service will be delivered as part of the total cost included in the proposal.

O: OPTIONAL. Feature, function, product, or service is available as requested and is fully operational using the version proposed for GPLD. Feature, function, product or service is not included as part of the total cost included in the proposal but can be added as a cost quoted in detailed cost attachments.

D: IN DEVELOPMENT. Feature, function, product, or service is under active development and is operating in a test environment. Indicate estimated general release date.

P: PLANNED. Feature, function, product, or service is planned. No development has begun.

N: NO. Feature, function, product, or service is not available, in development, or planned.

For any specifications to which the vendor answers other than YES, vendor must describe:

1. The feature, function, product, or service being planned or developed and date after which it will be available in general release in operation in the system proposed to GPLD.
2. Whether GPLD will incur added cost for the feature, function, product, or service once it becomes available; either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of, or addition to, hardware or software originally proposed for initial installation.
3. If the feature, function, product, or service is not available, in development, or planned, an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from vendor, including availability dates for any such alternative and any added costs, either direct or indirect.

F. **Cost Quotations:** All costs must be itemized and included in the vendor’s response in this section. Prices shall be stated in USD figures. For each item, indicate if the cost is one time or monthly. Note the item as “no charge” if it is provided at no additional cost. Prices reflected in the proposal shall include any discounts extended and shall remain effective for one (1) year. Unit prices shall be quoted for all components, hardware, software, installation, and service. Shipping must be included. Vendor must include prices of all equipment and any options needed to meet specifications and future compatibility with expansion of service to include: addition of more phones and endpoint devices, addition of features not selected at time of installation, and/or moving system to new facility.

G. **References:** Vendors must submit information regarding a minimum of three comparable projects completed within the last three years. Please indicate the services and equipment provided, project costs, contract term, and contact information for each reference.

VI. SYSTEM REQUIREMENTS

The following chart describes the system features and functions required by GPLD. In the vendor response field for each feature, please indicate Y, O, D, P, or N as outlined in the previous section.

	System Features and Functions	Vendor Response	Comments
1	Direct Inward Dialing		
2	Call park		
3	Call hold		
4	Call transfer		
5	Call forward		
6	Call forward to external number		
7	Call forward for specific numbers		
8	Call forward when busy		
9	Call forward on no answer		
10	Call forward on schedule		
11	Call rollover		
12	Hunt Groups		
13	Caller ID		
14	Call routing		
15	Automatic callback		

16	Auto attendant		
17	Call menus		
18	Call screening		
19	Call tagging		
20	Shared lines		
21	Do Not Disturb		
22	Integrated Directory		
23	Presence capabilities		
24	Programmable Music on Hold		
25	Voicemail		
26	Voicemail forward to email		
27	Remote voicemail retrieval		
28	Multiple devices on one extension		
29	Distinctive ringtones		
30	Speakerphone		
31	Call log reports		
32	Call recording		
33	Mobile device integration (softphones)		
34	Desktop application		
35	Integration with Office 365		
36	efax		
37	Texting		
38	Mass texting capabilities		
39	Instant Messaging / Chat		
40	Conference calling		
41	Video conferencing		
42	Emergency 911 support		
43	Receptionist Console		
44	Conference Phone		
45	Ability to setup a courtesy phone with a time limit for toll-free calls		
46	Ability to port existing phone numbers		

VII. EVALUATION AND SELECTION PROCESS

- A. Responses to this solicitation will be reviewed and evaluated by the Library Director, Digital Services Manager, and designated review team. A vendor whose

proposal has not been rejected may be required to demonstrate its UCaaS system (live or via video streamlining) at no additional cost to GPLD.

- B. Anticipated evaluation timeline:
 - a. RFP issuance: March 1, 2019
 - b. RFP submission: March 21, 2019

- C. Vendor selection will be based on the following criteria:
 - a. Ease of use of available features and services
 - b. Design functionality and availability of features and services
 - c. Availability of and response time for training and maintenance support
 - d. References and customer service reputation
 - e. Financial viability of the vendor
 - f. Cost of services (purchase price + service + maintenance)
 - g. Clarity and completeness of proposal

- D. GPLD reserves the right to reject all proposals and not to enter into a contract with any vendor. GPLD shall have a period of ninety (90) calendar days after opening proposals in which to award the contract. GPLD reserves the right to waive any immaterial informalities as may be permitted by law.

- E. The documents which constitute the contract between the parties include this RFP, vendor's submission responsive to this RFP, Contract Terms (see Exhibit A), and a Contract approved by both GPLD and vendor.

VIII. ADMINISTRATION

A. Issuance

This RFP was issued by the Geneva Public Library District on March 1, 2019.

B. Closing Date

The vendor's response to the RFP must be received in a sealed envelope by March 21, 2019 at 5:00 p.m. Central Daylight Savings Time at the address below:

Geneva Public Library District
Attn: Christine Lazaris
127 James Street
Geneva, IL 60134

Any inquiries related to the RFP should be directed to Christine Lazaris at clazaris@gpld.org.

Exhibit A

The contract between the Library District (Owner) and the vendor chosen (the Contractor) shall include the following:

1. The Initial Term of the Agreement is a period of _____ (_____) years beginning May 13, 2019 and ending _____. Unless renewed beyond _____ via written agreement, the Agreement ends on _____.

2. Contractor's fees for services are as follows:
 - a.

 - b.

3. Contractor acknowledges that Library enters into the Agreement expecting Contractor will remain in business in the foreseeable future to fulfill its obligations as set forth in the Agreement. Accordingly, Contractor represents and warrants that:
 - i. It is familiar with the Library's current telephone system, and telephone system, platform and operations;

 - ii. The equipment, technology, services and solutions provided by Contractor will function and perform consistent with the purposes outlined in the Agreement;

 - iii. It is familiar with and is satisfied as to all local conditions which may affect cost and/or performance of its obligations contemplated and required by the Agreement;

 - iv. It has confirmed that Library's current communication systems are adequate and sufficient to support the service and solutions proposed in the Agreement;

 - v. It has obtained the necessary authority and/or licenses from all property right holder(s) necessary to perform its obligations under the Agreement;

 - vi. It is not negotiating for the sale or transfer of its business or assets to another entity or company.

4. Payment of all bills and/or invoices shall be made consistent with Library's usual and customary payment practices and procedures. In the normal course of the Library's business, bills/invoices are approved and paid within 60 days of receipt.

5. Either party may terminate this Agreement, with or without cause, upon thirty (30) days' notice to the other party. In the event of termination, only payment for services rendered through the date of termination are due.
6. In the event of termination, Contractor will provide all cooperation and assistance reasonably necessary to assist the Library with the transition to another vendor.
7. Contractor agrees to indemnify and hold harmless the Library from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages or expenses are caused by Contractor's conduct, acts, errors, or omissions. Library agrees to indemnify and hold harmless Contractor from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages or expenses are caused by Library conduct, acts, errors or omissions. In the event such claims, losses, damages, or expenses are caused by the joint or concurrent conduct, acts, errors or omissions of Contractor and Library, they shall be borne by each party in proportion to its own conduct.
8. The liability of Contractor and the Library and any concomitant damages shall be determined in such amount and to such extent, without limitation, as is commensurate with their conduct.
9. Any claims, disputes, or liabilities of the parties or other matters between Contractor and the Library shall be resolved in the Circuit Court of Kane County, Illinois, in accordance with Illinois law. Contractor and the Library are not precluded, of course, from consenting to mediation or arbitration.
10. Contractor shall provide Library, without cost to the Library, with all documents requested by Library thereby enabling Library to respond timely to any request to Library for documents pursuant to the Freedom of Information Act (5 ILCS 140/1, et seq.).
11. All notice required by this Rider and Agreement shall be provided in writing to:

For Library:

Geneva Public Library District
Attn: Christine Lazaris
127 James Street
Geneva, IL 60134
clazaris@gpld.org

For Contractor: