Herrick District Library
Request for Proposal

Allowable Contract Date: January 5, 2018
Bids received after January 5, 2018 may not be considered.

Herrick District Library
300 S. River Ave.
Holland, MI 49423
Office: (616) 355-4948

Herrick District Library Project Manager contact information:
   Pete Sneathen
   Information Technology Manager
   psneathen@herrickdl.org
   Office: (616) 355-4948

Important Notes:
   o This RFP is for products and services for existing networks/systems, except for the ‘Network Switch Infrastructure’ as this portion of the bid is designed to replace our existing switch infrastructure.
   o All quotes must be submitted with the understanding that implementation may be dependent upon:
      ▪ E-rate funding approval by the School’s and Library’s Division (SLD),
      ▪ Student enrollments,
      ▪ Library budgetary requirements and constraints.
   o Purchase and installation of products and services must be between July 1, 2018 and June 30, 2019 and all RFP pricing should be honored for this period of time.
   o Please email all quotations to the above email address.
   o Hardware must allow for distribution of voice, video, or data signal to other buildings within the district as necessary. Capacity must allow for all users.
   o The following specifications are to be used as guidelines in quoting a solution. Although specification changes are permitted, the quality of the product/service requested must be based upon industry standards at time of delivery.
   o The items requested within this RFP may or may not be USF eligible. All non-eligible products and services must be itemized. Please use the 2018 USF Eligible Services List for guidance. (Note: It is the vendor’s responsibility to check for updates and corrections prior to submitting bids/quotations.)
   o Provide the library with a legal agreement clause that permits the library to terminate the contract with 30 days prior notice, if the library deems it to be within our best interest.
   o Provide proof of workers comp.
   o Provide proof of $2 million liability insurance umbrella upon award of the bid.
   o Bids must include line itemization of all components to allow for the use of e-rate funds on all approved items.
   o All bidders must adhere to the Lowest Corresponding Price (LCP) rules.
   o The Herrick District Library reserves the right to accept or reject any or all quotations.
   o 1-year, 3-year and 5-year contract pricing is required.
   o There are two library facilities:
      ▪ North Side Branch Library (North Branch)
        155 Riley Ave.
        Holland, MI. 49424.
      ▪ Herrick District Library (Main Facility)
        300 S. River Ave.
        Holland, MI 49423
        (616) 355-3100
CATEGORY ONE

Cellular Phone Service
  o Minimum of 2 cell phones with voice service and unlimited texting only (no data plans are needed)
  o Minimum of 500 voice minutes, within a ‘shared’ voice plan
  o Ability to connect cell phones to wireless Wi-Fi networks at no additional cost.

Internet Access
  We are seeking proposals for a bi-directional Internet circuit at 200Mb, 300MB and 400Mb speed, with the following requirements:
    o The Internet service that is proposed should be able to support a multitude of devices, including, but not limited to desktop and laptop computers, mobile tablets, cell phones with Wi-Fi capabilities
    o Support up to a minimum of 300 simulations users/device sessions across our District Area Network, servicing two facilities (main facility and north branch).
    o Single Internet connection shall be terminated within the DMARC of the main library, located at 300 S. River Ave, Holland, MI 49423.
    o The awarded vendor shall provide an Internet Ethernet connection hand-off to the library’s network infrastructure.
    o Include backbone configuration diagram to nearest Tier-1 backbone.
    o Provide 99.97% uptime guarantee.
    o Vendor shall have a network monitoring process in place with field engineer dispatch process and customer cell phone and text alerting process.
    o Vendor shall provide access to Internet use statistics via an easy to use web interface.
    o Vendor shall provide end-to-end maintenance on equipment and software used to deliver Internet services. An itemized list of all equipment and software shall also be provided to the library.
    o Support of common business communication and security protocols. This includes, but is not limited to:
      ▪ IPsec, including L2TP inside of IPsec
      ▪ Site-to-Site VPN
      ▪ SSL with encryption
      ▪ 3DES
      ▪ PPTP
      ▪ AES 256 encryption
      ▪ Standard BoVPN connections (business to business VPN).
    o The library has facilities with access to Holland Board of Public Works (BPW) fiber infrastructure. Working thru BPW is not required, however it may lower cost when considering physical access to our main facility.

WAN Connection
  o Leased dark fiber or leased lit fiber that will allow for network connectivity between the main library facility (300 S. River Ave., Holland, MI 49423) and the library’s North Branch facility (155 Riley, Holland MI 49424).
  o Must support a 10Gb transfer rate.
  o The District Library will provide and manage all on-premise network switching electronics required to utilize the dark fiber WAN connection.
  o Vendor shall not restrict any type of traffic and/or communication protocol.
  o Vendor is responsible for fiber termination within the DMARC of each facility.
  o Vendor should clearly identify any one-time charges and fees, and the ongoing monthly charge.
**Network Switch Infrastructure Refresh Project**

- Our existing network switching infrastructure is nearing or at their end of life expectancy. A link to diagrams, the RFP and updated RFP notes is located at: [https://herrickdl.org/content/request-proposals-rfps](https://herrickdl.org/content/request-proposals-rfps).
- We are looking for a solution that will replace our existing network switching infrastructure and includes the following Meraki components or equivalent components, as contained within the list below. *The library is also interested in seeing an equivalent 'Traditional Cisco Hardware' solution* (or equivalent solution) to compare the two options.

**Product:**

<table>
<thead>
<tr>
<th>Qty</th>
<th>Part Number</th>
<th>Facility</th>
<th>Location w/in Facility</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>2</td>
<td>MS350-48FP</td>
<td>Main Facility</td>
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<tr>
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<td>IDF</td>
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<tr>
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</tr>
<tr>
<td>2</td>
<td>MS-CBL-40GB-50CM</td>
<td>Main Facility</td>
<td>MDF</td>
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<tr>
<td>2</td>
<td>MA-SFP-10GB-LR</td>
<td>Both Facilities</td>
<td>For connectivity between main and north branch facilities</td>
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<tr>
<td>4</td>
<td>MA-SFP-10GB-SR</td>
<td>Main Facility</td>
<td>MDF</td>
<td>For connectivity between MDF and IDF at the Main Facility</td>
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<tr>
<td>5</td>
<td>MA-PWR-1025WAC</td>
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<td>MDF</td>
<td>To be placed within all 4 3850 switches for redundant power</td>
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**1-Year Maintenance and Support Subscription Option:**

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3-Year Maintenance and Support Subscription Option:

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5-Year Maintenance and Support Subscription Option:

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<td>LIC-MS250-48FP-5YR</td>
<td>North Branch</td>
<td>MDF</td>
<td></td>
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</tbody>
</table>

- The solution that is proposed should contain the ability to support 10Gb SFP+ for long range (single mode fiber between facilities) and short range multi-mode fiber between the main facility’s MDF and IDF. The switches shall also support 10GbE Copper Twinax for connectivity to future servers and Storage Area Networks (not currently depicted on diagrams). More specifically, the proposed switches must support 10Gb Copper Twinax, 10Gb SFP+ long range and 10 Gb SFP+ short-range fiber network connections. Each switch should be able to support a minimum of four (4) 10Gb SFP+ or four (4) 10GbE Copper Twinax network interface modules.
- The Herrick District Library will provide all needed UPS, electrical outlets, rack space and CAT5e/CAT6 cabling.
- Responders shall provide network diagrams that clearly outline proposed solutions. These diagrams shall be provided in Visio 2016 format.
- **Regarding our Network switching infrastructure project; The Herrick District Library will host a single face-to-face meeting for all interested bid responders on Friday, December 8th, 2017 from 10:00 am to 12:00 pm.** This time is intended to be an opportunity for all interested vendors to ask questions and obtain any insight they may deem necessary to provide a proposed solution as part of the bid process. We ask that vendors please show up promptly at 10:00 am. **It is highly recommended that all interested vendors attend this meeting,** as issues like ‘limited rack space’ and ‘work required after operational hours’ (see ‘Hours of operation’) may be factors to consider within a vendor’s scope of work proposal. This meeting will be specific to the switching infrastructure portion of this RFP and will be held in the boardroom of the ‘Administration Offices’ at the Herrick District Library main facility, located at 300 S. River Ave., Holland, MI 49423.
- Hours of operation are:
  - Monday thru Wednesday 9:00 am to 9:00 pm
  - Thursday thru Saturday 9:00 am to 6:00 pm
  - Sunday 1:00 pm to 6:00 pm
Requests for existing Cisco network switch configurations may be made to the library project manager directly and delivery is at the discretion of the library project manager.

**Professional Services:** Responders shall provide an optional line item for professional services, which includes physical rack & stack, removal of old equipment from existing racks (shall not include disposal, as we will be keeping the old equipment), logical configuration and migration from existing Cisco switch infrastructure to vendor’s proposed switch infrastructure and assistance with migrating the existing vSphere environment (including 3 HP servers and 1 VNXe 3100 SAN) from the existing Cisco infrastructure to the vendor provided network switch solution. This also shall include the installation of all vendor provided network modules and any other components related to the successful deployment of proposed solution and integration into the library’s network infrastructure. Professional services field technicians shall have appropriate certifications and experience in the areas of Network Switch Infrastructure (e.g. CCNA, CCNP, CCIE), Server Host Infrastructure (HP) and vSphere Virtualization (VCP-DCV or VCAP-DCV). **Assigned field engineer and his/her certifications and experience shall be provided as part of vendor’s RFP responses** and will weigh heavily in the evaluation process.

**Maintenance:** The responder’s proposal should include a maintenance program/subscription with an explanation of the maintenance program/subscription including cost, coverage description, and reasons for the recommended maintenance program. Although the recommended part numbers are listed above in the components grid, any proposed solution should be itemized separate from professional services and product. Any recommended maintenance agreement or program must specifically identify the USF eligible components covered, including product name, model number, and location. We ask that vendors provide 1, 3, and 5-year maintenance agreement/subscription options on the new proposed equipment.

All hardware specifications above are a minimum. It is expected that all vendor provided hardware component, software and any ancillary items will meet industry standards and current versions at the time of installation.

The awarded vendor will be expected to communicate closely with the Library’s project manager to assist in the successful facilitation and deployment of the vendor proposed solution and services.

**Bid Evaluations**

Although the cost of the product/service is of primary concern, the ability to accommodate growth and change and the total cost of operation (TCO) within the district are, in many ways, more important. **Do not assume the lowest bid will be awarded the project.**

To achieve this goal, bids will be evaluated on several factors.

- Prices/charges
- Prior experience
- Understanding of needs
- Financial stability
- Personnel qualifications
- Provide lower long-term cost of ownership
- Ability to upgrade and adapt to technological advances
- Completeness of response and adherence to bid specifications
- Summary of project implementation plan