

Weslaco Public Library Request for Proposal Basic Network Maintenance (E-Rate)

Objectives of this RFP

City of Weslaco Public Library invites prospective vendors to submit a proposal to enhance and maintain current Internet Service and supply automated services within the confines of the Universal Service fund guidelines (E-rate).

We intend to provide an equitable, level and fair format for submission and evaluation of proposals, in accordance with our requirements and applicable E-rate, state and local guidelines and procedures. This Request for Proposal (RFP) provides the relevant background and capacity, our desired operational specifications and requirements, and the evaluation factors we will use to select the successful vendor.

The term of any accepted proposal shall be one year from the date of implementation, or as otherwise defined by Universal Service Fund guidelines (E-rate), and may be renewable annually as provided for under E-rate guidelines or consented to by the City of Weslaco City Commission.

This Request for Proposal (RFP) provides potential vendors with the relevant operational, performance, application, and architectural requirements of the system. This RFP specifically contracts the successful vendor to maintain the library's existing network hardware, software and fittings as well as anticipated upgrades. The Library will require a network maintenance package consisting of approximately 600 hours of maintenance support. At present, the Library does not have Cisco Smartnet coverage for E-Rate eligible equipment and cannot provide access to such a contract.

Per below, should such upgrades be in place or become deployed during the term of the accepted proposal:

Existing Equipment Configuration

Cisco devices

- 1 – Cisco 3845 Router (CON-SNT-3845)
- 1 – Cisco 3745 Router (CON-OSP-3745)
- 1 – Cisco Catalyst Switch 6513 (CON-SNT-WS-C6513)
- 2 – Cisco Catalyst Switches 3750 (CON-SNT-3750E4PT)
- 2 – Cisco 7835-H2 Call Manager device (CON-SNT-35H2CMB1)
- 1 – Cisco 7835-H2 Server for Unity Voicemail 5.0 (CON-SNT-35H2IPC1)
- 1 – Cisco 4402 Wireless LAN Controller (CON-SNT-WC440225)
- 10 – Cisco 1242 Wireless Access Points (CON-SNT-1242GAK9)
- 1 – Cisco ASA 5520 Firewall (CON-SNT-AS2BUNK9)

Dell servers

- 1 – Dell Power Edge R900 server for Email (5MYCLJ1)
- 4 – Dell Power Edge 2950 servers for DNS/WEB/Terminal/DHCP (CNT4JJ1, DNT4JJ1, GNT4JJ1, FNT4JJ1)

APC Smart-UPS backup power

- 1 – Preventive Maintenance Visit 7x24 for SUVT30KF3B4S (WPMV7X24-VT-10)
- 1 – External Battery Preventive Maintenance Visit 5x8 (WXBTPMV5X8-BT-30)

2 – 1 Year Next Business Day On-Site Service (WONSITENBD-VT-10)
4 – APC Smart UPS 2200 backup power supplies (WEXTWAR1YR-SP-04)
Preventive Maintenance – (WPMV5X8-SB-13)

Cisco Unity Voicemail Software Support

2 – Essential SW Unified Call Manager 7.0 for MCS 7835-H2
1 – Essential SW Top Level Unity 7.0 -see indiv compents (CON-ESW-UNITY7K9)

Cisco Call Manager Software Support

1 – Essential SW Unity for Call Manager – Top Level (CON-ESW-UNITY-IP)
1 – Essential SW Unity VM, 100 users w 16 ses, noaddl users (CON-ESW-U7USRE)
Quantity – (put in the number of Exchange users you have on Unity)

Unified Communications Software Subscription

1 – Unity UCSS VM User one year 100 pack (UCSS-UTY-1-1) – (Cisco does not do 100 packs anymore on this. Make sure to adjust your quantity.)
1 – Top level SKU, Unified Call Manager Software Subscription (UCSS-UCM)
1 – UCSS for UCM for One Year - 100 users (UCSS-UCM-1-100)

Net shelter racks and fittings for the above

4 – APC 42U Rack Net Shelters
1 – KVM Switch Ultra View Remote
No Support for these Items.

General

City of Weslaco Public Library is located at 525 South Kansas Avenue in Weslaco, Texas. It serves a population of 49,000 in the city proper and surrounding areas. Current Internet connectivity equipment consists of a Cisco 3845 router, a Cisco 3745 router, and a point-to-point fiber connection (10 x 10 Mbps).

Internet load

The current internet load consists of 75+ computers, which are networked into one Dell R900 server, four Dell 2950 servers, and supporting hardware and software. We are able to provide wireless access for up to 50 wireless computers at one time. We will be adding a computer commons capable of handling 20 or more hardwired thin client computers and 50 additional wireless laptops.

Current telecommunications and data

Verizon Southwest provides local phone service and T-1 voice trunk service. AT&T provides long-distance service.

Current internet access

The Brownsville Public Library is the library's current internet service provider, and provides access through Time Warner across a point-to-point fiber optic connection. We wish to keep fiber optic technology as the mode of Internet access. We anticipate a change in internet service provider within the next year.

Right to Reject

The City of Weslaco reserves the right to reject any or all responses to this RFP even if all the stated requirements are met. In addition, the City may enter into

negotiations with more than one vendor simultaneously and award the transaction to any vendor in negotiations without prior notification to any other vendor. The City reserves the right to select portions of the proposals while rejecting other portions.

RFP EVALUATION FACTORS

Instructions to vendors (3 points)

Project Schedule

By allowed date	12-08-2009
Within 28 day window	01-05-2010
After 28 day window	Vendor selection and contract date will be after the 28 day window.

Closing Time and Date

All RFP responses shall be submitted by 5:00 PM Tuesday, 01-05-209.
Responses shall be sent to

Gloria Sepulveda, Purchasing Director
Weslaco City Hall
255 South Kansas Avenue
Weslaco, Texas 78596-6285

Phone number (956) 973-3158
gsepulveda@weslacotx.gov

Number and nature of copies

Provide three printed copies on company letterhead and one emailed copy in PDF format, on company letterhead

Questions and Clarification

For questions and clarification regarding the terms of this RFP, please contact:

Martin J. Mata
Weslaco Public Library
525 South Kansas Avenue
Weslaco, Texas 78596-6291
(956) 968-4533
mjmata@weslacopl.us

Questions and clarifications asked by any one vendor shall be made available to all on the website as provided in the E-rate form 470. In order to assure prompt and timely posting of all questions and clarifications, the deadline for submittal shall be noon Monday, 12-28-2009.

Response to Questions:

Vendor shall respond as specified in **Closing time and date.**

Vendor Background (18 points)

1. Number of years your firm has been in business.
2. Where are your head office, sales and customer service offices located?
3. Where is your billing office?
4. Number of employees in your company.
5. Number of employees in local (Valley) site (if applicable).
6. Number of employees in customer service.
7. Number of employees with technical certifications.
8. Number of employees in local (Valley) site (if applicable) with technical certifications.
9. Are your hardware and software dependent on third party vendors for manufacturing?
10. Please list any items from our current or anticipated equipment list above for which you will not be able to provide maintenance.
11. Please provide a list of three public libraries in the Rio Grande Valley as references. For each reference provide names and phone numbers of the primary contact person.

Repair / Response Times (14 points)

1. How long will it take for you to have a qualified technician on site? (Response time) during regular business hours (M-F 8:00-5:00) hours
2. How long will it take for you to have a qualified technician on site outside normal business hours?
3. Are repairs routed and tracked from a local (Valley) site?
4. Is the contact number for repair located at a local (Valley) site?
5. Please provide a direct number to the person(s) who can provide immediate decisions on pricing and expansion.
6. Please provide a direct number for the person(s) who can immediately facilitate repairs during normal business hours (8:00-5:00 Monday-Friday)
7. Please provide a direct number for the person(s) who can immediately facilitate evening and weekend repairs.

Future Offerings (8 points)

1. What new technology does your company plan to utilize in the near future that would be an advantage to Weslaco Public Library
2. What is the most significant factor affecting the future success of your company and what is being planned to address it?

Market Differentiation (12 points)

1. Provide a brief summary of your company's history in the marketplace. Limit response to 2 pages.
2. Please describe any features, services, or practices you provide in relation to the products requested which set you apart from your competition.
3. Identify other Public Libraries in the Rio Grande Valley for whom your company has provided similar service. Specify the services provided.

4. Please describe how you charge for onsite visits. Specify whether you charge a minimum number of hours per onsite visit, and if so how many, or whether you charge for the actual hours devoted to a project.

Proposal and Pricing (45 points)

This section shall be evaluated as one concrete item of up to 45 points.

Service or function	Quantity and/or Capacity:	AMOUNT
Basic Maintenance		
CISCO maintenance on qualifying items(Smartnet)		
Other qualifying Maintenance		