



Branch District  
Library

www.BranchDistrictLibrary.org

COLDWATER BRANCH  
(Main Library)  
10 E. Chicago St.  
Coldwater MI 49036  
(517) 278-2341  
Fax (517) 279-7134

ALGANSEE BRANCH  
580-B S. Ray-Quincy Rd.  
Quincy MI 49082  
(517) 639-9830

BRONSON BRANCH  
207 N. Matteson St.  
Bronson MI 49028  
(517) 369-3785

QUINCY BRANCH  
11 N. Main St.  
Quincy MI 49082  
(517) 639-4001

SHERWOOD BRANCH  
118 Sherman St.  
Sherwood MI 49089  
(517) 741-7976

LUCILLE E. DEARTH  
UNION TWP. BRANCH  
195 N. Broadway St.  
Union City MI 49094  
(517) 741-5061

Request for Proposals for  
**Voice Over Internet Protocol  
Telephone System**

for the

**Branch District Library**

Responses Due

Posted March 17, 2017

**Friday, April 14, 2017**

by 2:00pm EDT

Branch District Library  
10 E. Chicago St.  
Coldwater MI 49036

Chief Contact:

John Rucker, Assistant Director  
[RuckerJ@BranchDistrictLibrary.org](mailto:RuckerJ@BranchDistrictLibrary.org)  
517-278-2341, extension 15

## **I. Project**

The Branch District Library (BDL) is requesting proposals to replace its private branch exchange (PBX) and handsets at the main location in Coldwater, as well as the consumer telephones at the 5 branch locations, with a modern, industry-standard Voice Over Internet Protocol (VOIP) system providing unified service among all 6 locations. Existing telephone numbers should be preserved if possible.

Fax service is required at all locations, but there is currently a dedicated fax line at only the main location. Dedicated fax numbers at the remaining branches are not necessary, though it is acceptable if the selected solution requires dedicated fax lines at all locations.

On-site set-up and training are required. Include in proposals all training and system programming and set-up costs, voice and long-distance rates, as well as ongoing maintenance contract costs.

BDL's objective in issuing this Request for Proposal (RFP) is to obtain competitive bids by which it can select a vendor to design and manage the implementation of a turn-key project.

## **II. Background**

The Branch District Library is located in Branch County, Michigan, and is composed of six branch locations—Algansee Branch, Bronson Branch, Coldwater Branch, Quincy Branch, Sherwood Branch, Lucille E. Dearth Union Township Branch. The system is governed by a seven-member Board of Trustees, appointed by the Branch County Board of Commissioners. BDL is an independent unit of local government under Michigan law, responsible for levying operational funds and providing Library services to a population of 43,644 residents. BDL currently serves approximately 24,400 active cardholders with a collection of 125,438 items housed in the six branches. Annual circulation for the recently concluded 2016 fiscal year was 237,927. The Library's current annual operating budget is approximately \$1.67 million.

The Branch District Library's six branches serve 16 townships and 4 public school districts. BDL serves urban and rural communities. Administration offices are located in the Coldwater Branch. The mission of BDL is to provide the resources and relevant services to create an environment conducive for library use, while maintaining financial stewardship and accountability.

Our current PBX at the Coldwater Branch is an Avaya Partner ACS system, upgraded from a Partner II dating from the 1990s. Other branch locations have single-line consumer handsets with standalone answering machines.

### **III. BDL Locations**



Across our 6 locations, our new system should have 31 total extensions with 25 voicemail accounts. The per-branch breakdown is as follows:

Branch	# of Extensions	Handset Type	# of Voicemail Accnts	Type of Internet Connection	Internet Speed (Down/Up)
<b>Coldwater</b>	19	12 corded 5 cordless 1 operator 1 conference	15	Fiber	50m/50m
<b>Alganssee</b>	1	cordless	2	Wireless	15m/3m
<b>Bronson</b>	5	cordless	2	Cable	80m/3m
<b>Quincy</b>	2	cordless	2	Cable	20m/3m
<b>Sherwood</b>	1	cordless	2	ADSL	6m/768k
<b>Union Twp.</b>	3	cordless	2	Cable	15m/2m

Note: All branches are connected together via a VPN to the main Coldwater location.

## **IV. Coldwater Branch Extensions**

All with voicemail, unless noted:

### Basement

1. Break room (corded) (no VM)
2. Teen librarian's office (cordless)

### First Floor

3. Branch Manager (cordless)
4. Main Service Desk (corded) (share same VM with extension 5)
5. Main Service Desk (corded) (share same VM with extension 4)
6. IT Help Desk (corded)

### Second Floor

7. Local History Room (corded)
8. Administrative Assistant (operator's station, hands-free)
9. Library Director (cordless)

### Third Floor

10. Literacy Council (corded)

### Fourth Floor

11. Children's Room Service Desk (corded) (share same VM with extension 12)
12. Children's Room Service Desk (corded) (share same VM with extension 11)
13. IT Office (cordless)
14. IT Office (cordless)
15. Meeting Room (conference phone) (no VM)
16. Interlibrary Loan (corded)
17. Collections (corded)
18. Workroom (corded)
19. Financial Manager (corded)

Note: our service desks are shared areas where the voicemail account access needs to be permitted to a large number of people, not tied to any one particular account.

Note: All internal networks are wired switched networks at either 100mbit or gigabit. By year end all internal networks will be gigabit.

## **V. Existing Telephone Numbers**

- Coldwater
  - 517-278-2341 (main published number)
  - 517-278-2342 (rollover)
  - 517-279-7848 (rollover)
  - 517-279-8039 (rollover)
  - 517-279-7134 (fax and fire system call-out)
  - 517-279-7025 (elevator – must have a dedicated line that can be called directly from the outside)
  - 517-279-9833 (number for the Branch County Literacy Council, a non-profit unaffiliated with the library with office space in our main location. Ideally, this number should be able to be called directly from the outside to ring their extension, while using all other functions of the system like any other extension.)
- Algansee
  - 517-639-9830
- Bronson
  - 517-369-3785 (main published number)
  - 517-369-9830 (elevator – must have a dedicated line that can be called directly from the outside)
  - ADDITIONAL NUMBER WANTED FOR VOICE ROLLOVER
- Quincy
  - 517-639-4001
- Sherwood
  - 517-741-7976
- Union Twp.
  - 517-741-5061

Once the system is programmed, each branch number should be answered by the auto attendant with a separate tree for that branch. Calls should be able to be transferred between branches.

## **VI. Desired Features**

- Handset hardware
  - Industry-standard VOIP SIP handsets
  - Wall-mountable
  - Gigabit network adapters
  - Bluetooth support
  - 1 handset should be an operator's station, with hands-free operation
  - 1 conference phone
  - 18 cordless handsets
  - 13 corded handsets
  - all handsets should have speakerphone abilities and displays for caller ID
  - power supplies are required (PoE is not available)
  
- Software/System
  - Automated attendant
  - Scheduling of attendant messaging for holidays and closings
  - Caller ID
  - Call transfer
  - Hold music/audio – specifically, the ability to attach/use our own service or pre-recorded files for hold times
  - Voicemail
  - Voicemail to email
  - Transfer voicemail to different extension/mailbox
  - Ability to check voicemail from an outside line
  - Ability for multiple extensions to ring simultaneously from the auto attendant
  - Follow-Me call forwarding to other extensions, other numbers, or mobile phones
  - Conference calling
  - Unified instant messaging with the ability to send broadcast messages to all staff
  - Softphone options
  - Reports/analytics on wait/hold time, checking voicemail, etc.
  - Web-based administration GUI is preferred, with no platform lock-in.
  - Any desktop software applications should be Windows and macOS compatible. Linux desktop client support is a plus.

## **VII. Evaluation Criteria**

Following receipt and review of the proposals by BDL, selected vendor(s) may be invited to an interview to make on-site presentations of their proposed solution. The decision to interview the respondents will be at BDL's sole discretion based on evaluation of each respondent's proposal. BDL reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The final decision is the sole decision of BDL and the respondents to the RFP have no appeal rights or procedures guaranteed to them. The selected vendor(s) will be given an opportunity to present their proposal in detail. Those directly responsible for the design of this project will be expected to attend.

Although BDL may conduct interviews to select among the final candidates, it is not BDL's intent to seek extensive clarification of the proposals received. Therefore, it is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work in the proposal.

The successful vendor will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate proposals received:

1. Vendors should possess knowledge, expertise, and experience in the planning, project management and execution of the services for which they are responding.
2. Capability of the proposed solution.
3. Experience and past performance.
4. Cost of services provided.

### **VIII. Instructions for Submitting Bids**

Proposals shall be submitted to John Rucker, Assistant Library Director, no later than 2:00 p.m. EDT, on Friday, April 14, 2017. Proposals may be delivered to the library or emailed (proposals submitted digitally must be in Microsoft Word or PDF format).

Any proposal may be withdrawn or modified by written request made by the vendor, providing such request is received by BDL prior to the date and time established for the receipt of proposals. Any proposal received shall constitute a firm offer to provide the services contained therein and shall remain firm for acceptance for sixty (60) days.

The vendor by its submission of its proposal releases BDL from claims arising out of and/or related to the RFP process and selection of vendor.

The cost of preparing a response to this RFP, including site visits, analysis, or any other reason, is the vendor's sole responsibility and will not be reimbursed by the BDL.

### **IX. Schedule to Receive and Analyze Proposals.**

March 17, 2017	RFP distributed and posted
<b>April 14, 2017 @ 2pm EDT Proposals due</b>	
April 17 – May 12, 2017	Evaluations/Interviews/Q&A
May 15, 2017	Selection of Proposal by BDL Board
May 16, 2017	Successful vendor notified, contracts prepared
After May 16, 2017	Work to commence

### **X. BDL Contact**

Submit proposals and direct all questions to:

John Rucker, Assistant Director  
Branch District Library  
10 E. Chicago St.  
Coldwater MI 49036

[RuckerJ@BranchDistrictLibrary.org](mailto:RuckerJ@BranchDistrictLibrary.org)  
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