



Keewavdin Branch
405 S. Dayton St.
Kennewick WA. 99336
(509) 586-3156

Request for Proposal for Unified Communications System



General Information

Background

Mid-Columbia Libraries is an inter-county rural library district, headquartered in Kennewick, Washington, that serves the over 250,000 residents of Benton and Franklin and parts of Adams counties. MCL has twelve branch libraries, a bookmobile and outreach services. All branches provide customers with Internet access, both on Library-owned equipment and via freely available public wireless connections. Customers also have access (inside the Libraries and at home) to eBooks, subscription databases, and professional reference assistance.

Purpose

This RFP is intended for solicitation of competitive proposals for replacement of an existing hybrid key telephone and voicemail system with a Unified Communications capable system.

The project proposal should include all required hardware purchase and software licensing. Proposals including installation and initial configuration, and user/administrator training are preferred. Any recurring support, licensing, or software assurance costs beyond the initial installation must be identified, with costs estimated and included in the proposal.

If the proposal includes additional connectivity requirements (voice access lines or bandwidth), these changes should be explicitly stated in the proposal, along with initial and recurring costs.

Current Operating Environment

Voicemail and auto attendant features are provided centrally at the Kennewick branch for all locations.

Email is provided via an on-site Exchange 2013 environment, with Outlook 2010 as the primary client. Outlook Web Access and ActiveSync are also available both on and offsite.

Inter-branch calls are routed between NEC Key systems over WAN links. Most outbound calls at all locations are also routed over WAN links to PRIs in either the Kennewick or Pasco location.

Details for individual locations follow:

Kennewick – 1620 South Union St, Kennewick 99338

- Inbound calling via local PRI
- Outbound calling via local PRI
- Inter-branch calling via VoIP
- Connectivity
 - 1 ISDN PRI with 130 assigned DIDs
 - 2 POTS lines for alarm and HVAC dial-in service (737-8393, 735-2063)
 - 200Mbps Internet access, with inbound VPN access available for mobile staff
 - 200Mbps WAN access
- Hardware
 - NEC IPK2 Key system
 - Supports 40 VoIP channels for routing calls across WAN
 - 1 analog trunk connected to V-2003A 3 zone page control unit for overhead paging
 - 1 VoIP station for service to Merrill's Corner (Eltopia) location
 - 22 multi-line phones:
 - 12 staff phones, NEC Electra Elite IPK DTH-(8)D
 - 2 supervisor phones, NEC Electra Elite IPK DTH-(16)D
 - 4 service desk phones, NEC Electra Elite IPK DTH-(16)D
 - 2 wall phones, NEC Electra Elite IPK DTH-(8)D
 - 2 cordless phones, NEC DTH-4R-1
 - 1 single-line, outbound only, local dial restricted, 2 minute public phone
 - 5 single-line analog station ports for existing equipment
 - 4 for inbound/outbound Polaris ILS telephone notification services.
 - 1 Fax
 - EliteMail LX voicemail (up to 16 concurrent users, including auto attendant)
 - Auto attendant for all locations, roughly 150 transaction boxes
 - 106 Voicemail boxes for all locations
 - 4 Cisco 3750 Gigabit switches with 1,466 Watts available PoE
 - 3 Cisco Aironet 2702 lightweight access points
 - Exchange 2013 locally hosted

Pasco – 1320 W Hopkins, Pasco 99301

- Inbound calling via local PRI
- Outbound calling via local PRI
- Inter-branch calling via VoIP
- Connectivity
 - 1 ISDN PRI with 100 assigned DIDs
 - 2 Off-premise extension (OPX) to Basin City and Kahlotus locations
 - 1 POTS line (547-5416) for alarm
 - 75Mbps WAN access
- Hardware
 - NEC IPK2 Key system
 - 24 VoIP channels for routing calls across WAN
 - 2 Off-premise extension (OPX) for Basin City/Kahlotus access
 - 10 multi-line digital stations
 - 4 staff phones, NEC Electra Elite IPK DTH-(8)D
 - 3 service desk phones, NEC Electra Elite IPK DTH-(16)D
 - 1 wired supervisor phone, NEC Electra Elite IPK DTH-(16)D
 - 1 wired wall station, NEC Electra Elite IPK DTH-(8)D
 - 1 cordless stations, NEC DTH-4R-1
 - 1 single-line, outbound only, local dial restricted, 2 minute public phone
 - 1 single-line analog port for existing fax
 - 2 Cisco 3750 Gigabit switches with 177 Watts available PoE
 - 2 Cisco Aironet 2702 lightweight access points

Basin City - 50-A N Canal Blvd, Basin City 99343

- Inbound calling via local POTS, configured for call forward on busy/no answer to DID on Pasco location's PRI
- Outbound calling via local POTS or over OPX to Pasco PRI
- Inter-branch calling via OPX
- Connectivity
 - 1 POTS line for inbound/outbound
 - 1 POTS line for alarm service
 - 1 OPX line for extension dial and Pasco PRI access
 - 25Mbps WAN
- Hardware
 - Panasonic 2-line cordless analog phone
 - Cisco 3560 Gigabit switch with 434 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Benton City - 810 Horne Drive, Benton City 99320

- Inbound calling via local POTS, configured for call forward on busy/no answer to DID on Kennewick PRI
- Outbound calling via local POTS or VoIP to Kennewick PRI
- Inter-branch calling via VoIP
- Connectivity
 - 1 POTS line for inbound/outbound
 - 1 POTS line for fax
 - 2 POTS line for alarm service
 - 50Mbps WAN
- Hardware
 - NEC IPK2 Key system
 - 4 VoIP channels for routing calls across WAN
 - 4 digital multi-line stations
 - 3 digital stations, NEC Electra Elite IPK DTH-()D
 - 1 cordless stations, NEC DTH-4R-1
 - 3 analog single line stations
 - 1 analog extension for local only, call duration restricted public access phone
 - 1 analog extension for fax
 - 1 analog extension for Bogen ZPM3 overhead paging module
 - Cisco 3560 Fast Ethernet switch with 354 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Connell - 118 N Columbia, Connell 99326

- Inbound calling via local POTS, configured for call forward on busy/no answer to DID on Pasco PRI
- Outbound calling via local POTS or VoIP to Pasco PRI
- Inter-branch calling via VoIP
- Connectivity
 - 1 POTS line for inbound/outbound
 - 1 POTS line for fax
 - 50Mbps WAN
- Hardware
 - NEC IPK2 Key system
 - 4 VoIP channels for routing calls across WAN
 - 3 digital multi-line stations
 - 2 wired staff stations, NEC Electra Elite IPK DTH-()D
 - 1 cordless stations, NEC DTH-4R-1
 - 2 available analog stations
 - 1 local only, call duration restricted public access phone
 - 1 fax
 - Cisco 3560 Fast Ethernet switches with 339 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Kahlotus - E 225 Weston, Kahlotus 99335

- Inbound calling via local POTS and OPX
- Outbound calling via local POTS or OPX to Pasco PRI
- Inter-branch calling via OPX
- Connectivity
 - 1 POTS line for inbound/outbound, configured with call forward on busy/no answer to Pasco PRI for voicemail access
 - 1 POTS line for alarm service
 - 1 OPX line for extension dial access via Pasco
 - 25Mbps WAN
- Hardware
 - Panasonic 2-line cordless analog phone
 - Analog customer service phone, local access only, call duration restricted
 - Cisco 3560 Gigabit switch with 101 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Keewaydin Park – 5405 S Dayton St, Kennewick 99336

- Inbound calling from Kennewick PRI via VoIP
- Outbound calling via VoIP to Kennewick PRI
- Inter-branch calling via VoIP to Kennewick PRI
- Connectivity
 - 1 POTS line 582-6655
 - 1 POTS line (582-4965)
 - 100Mbps WAN access
- Hardware
 - NEC IPK2 Key system
 - 1 analog trunk connected to V-2003A 3 zone page control unit for overhead paging
 - 24 VoIP channels for routing calls across WAN
 - 28 digital stations
 - 4 IT staff , NEC Electra Elite IPK DTH-(16)D
 - 10 office phones, NEC Electra Elite IPK DTH-(16)D
 - 4 programming staff phones, NEC Electra Elite IPK DTH-(16)D
 - 2 communications staff phones, NEC Electra Elite IPK DTH-(16)D
 - 2 staff phones, NEC Electra Elite IPK DTH-(8)D
 - 2 cordless phones, NEC DTH-4R-1
 - 1 conference phone, NEC Electra Elite IPK DTH-(8)D
 - 3 service desk phones, NEC Electra Elite IPK DTH-(16)D
 - 1 supervisor phone, NEC Electra Elite IPK DTH-(16)D
 - 1 single-line, outbound only, local dial restricted, 2 minute public phone
 - 5 available single-line analog station ports for existing equipment
 - 1 door box
 - 4 fax
 - 3 Cisco 3750 Gigabit switches with 1220 Watts available PoE
 - 3 Cisco Aironet 2702 lightweight access points

Merrill's Corner (Eltopia) - 5240 Eltopia West Road, Eltopia 99330

- Inbound calling from Pasco PRI via VoIP
- Outbound calling via VoIP to Pasco PRI or POTS
- Inter-branch calling via VoIP
- Connectivity
 - 1 POTS line for inbound/outbound
 - 1 POTS line for alarm service/ fax
 - 25Mbps WAN
- Hardware
 - 1 VoIP staff stations, NEC Electra Elite IPK ITH-()D, connected to Kennewick IPK2
 - Analog customer service phone
 - Cisco 3560 Gigabit switch with 101 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Prosser - 902 7th St, Prosser 99350

- Inbound calling via POTS, configured for call forwarding busy/no answer to DID on Kennewick PRI
- Outbound calling via POTS or VoIP to Kennewick PRI
- Inter-branch calling via VoIP
- Connectivity
 - 2 POTS lines for inbound/outbound
 - 1 POTS line for fax
 - 50Mbps WAN
- Hardware
 - NEC IPK2 Key system
 - 4 VoIP channels for routing calls across the WAN
 - 5 digital multi-line stations
 - 4 desk stations, NEC Electra Elite IPK DTH-()D
 - 1 cordless station, NEC DTH-4R-1
 - 2 analog single line stations
 - 1 analog extension for local only, call duration restricted public access phone
 - 1 analog extension for fax
 - Cisco 3560 Gigabit switch with 280 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Othello - 101 E Main, Othello 99344

- Inbound calling via POTS, configured for call forwarding on busy/no answer to DID on Pasco PRI
- Outbound calling via POTS or VoIP to Pasco PRI
- Inter-branch calling via VoIP
- Connectivity
 - 1 POTS line for inbound/outbound
 - 1 POTS line for fax
 - 50Mbps WAN
- Hardware
 - NEC IPK2 Key system
 - 4 VoIP channels for routing calls across the WAN
 - 6 digital multi-line stations
 - 4 desk stations, NEC Electra Elite IPK DTH-()D
 - 1 cordless stations, NEC DTH-4R-1
 - 2 analog single line stations
 - 1 local only, call duration restricted public access phone
 - 1 fax
 - Cisco 3560 Gigabit switch with 357 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

West Pasco - 7525 Wrigley Drive, Pasco 99301

- Inbound calling via VoIP from Pasco PRI
- Outbound calling via POTS or VoIP to Pasco PRI
- Inter-branch calling via VoIP
- Connectivity
 - 2 POTS line for inbound/outbound
 - 1 POTS line for fax
 - 50Mbps WAN
- Hardware
 - NEC SV8100 Key system
 - 8 VoIP channels for routing calls across the WAN
 - 6 digital multi-line station
 - 5 desk stations, NEC Electra Elite IPK DTH-()D
 - 1 cordless station, NEC DTH-4R-1
 - 2 analog single line stations
 - 1 local only, call duration restricted public access phone
 - 1 fax
 - Cisco 3750 Gigabit switches with 750 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

West Richland - 3803 W Van Giesen, West Richland 99353

- Inbound calling via POTS, configured for call forwarding on busy/no answer to DID on Kennewick PRI
- Outbound calling via POTS or VoIP to Kennewick PRI
- Inter-branch calling via VoIP
- Connectivity
 - 1 POTS line for inbound/outbound
 - 1 POTS line for fax
 - 50Mbps WAN
- Hardware
 - NEC IPK2 Key system
 - 4 VoIP channels for routing calls across the WAN
 - 5 digital multi-line stations
 - 4 desk stations, NEC Electra Elite IPK DTH-()D
 - 1 cordless station, NEC DTH-4R-1
 - 2 analog single line stations
 - 1 local only, call duration restricted public access phone
 - 1 fax
 - Cisco 3560 Gigabit switch with 262 Watts available PoE
 - Cisco Aironet 2702 lightweight access point

Required Features

Kennewick – 1620 South Union St, Kennewick 99338

- Inbound/Outbound calling via existing PRI
- Outbound calling via existing PRI
- Inter-branch calling via VoIP, supporting a minimum of 40 simultaneous calls
- Overhead 3-zone paging, using existing speakers. May use existing overhead paging unit (V-2003A).
- 21 multi-line phones:
 - 11 staff phones
 - 2 supervisor phones
 - 4 service desk phones
 - 2 cordless phones
- 2 single-line wall phones
- 1 single-line, outbound only, local dial restricted, 2 minute public phone
- 4 available analog ports
 - 4 for inbound/outbound Polaris ILS telephone notification services.
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

Pasco – 1320 W Hopkins, Pasco 99301

- Inbound/Outbound calling via existing PRI
- Inter-branch calling via VoIP
- 24 VoIP channels for routing calls across WAN
- 10 multi-line phones
 - 4 staff phones
 - 3 service desk phones
 - 1 supervisor phone
 - 1 cordless phone
- 1 single-line wall phone
- 1 single-line, outbound only, local dial restricted, 2 minute public phone

Basin City - 50-A N Canal Blvd, Basin City 99343

- Inbound/Outbound calling via VOIP to Pasco location PRI
- 1 multi-line supervisor phone
- 1 single-line cordless staff phone

Benton City - 810 Horne Drive, Benton City 99320

- Inbound/Outbound calling via VOIP to Pasco location PRI
- 1 multi-line supervisor phone
- 1 multi-line service desk phone
- 2 multi-line staff phones
- 1 single-line cordless phone
- 1 single-line, outbound only, local dial restricted, 2 minute public phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

Connell - 118 N Columbia, Connell 99326

- Inbound/Outbound calling via VOIP to Pasco location PRI
- 1 multi-line supervisor phone
- 1 multi-line staff phone
- 1 single-line cordless phone
- 1 single-line, outbound only, local dial restricted, 2 minute public phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

Kahlotus - E 225 Weston, Kahlotus 99335

- Inbound/Outbound calling via VOIP to Pasco location PRI
- 1 multi-line supervisor phone
- 1 single-line cordless phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

Keewaydin Park – 5405 S Dayton St, Kennewick 99336

- Inbound/Outbound calling via VOIP to Pasco location PRI
- Overhead 3-zone paging, using existing speakers. May use existing overhead paging unit (V-2003A).
- 28 digital stations
 - 4 service desk phones (IT department)
 - 10 office phones
 - 4 office (programming staff) staff phones
 - 2 office (communications department) staff phones
 - 2 staff phones
 - 1 conference phone, NEC Electra Elite IPK DTH-(8)D
 - 3 service desk phones
 - 1 supervisor phone
- 1 single-line, outbound only, local dial restricted, 2 minute public phone
- 5 available single-line analog station ports for existing equipment
 - 1 door box
 - 4 available analog ports for existing fax (or alternative solution for inbound/outbound Fax services)

Merrill's Corner (Eltopia) - 5240 Eltopia West Road, Eltopia 99330

- Inbound/Outbound calling via VOIP to Pasco location PRI
- 1 multi-line supervisor phone
- 1 single-line cordless phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

Prosser - 902 7th Street, Prosser 99350

- Inbound/Outbound calling via VOIP to Kennewick location PRI
- 1 multi-line supervisor phone
- 2 multi-line staff phones
- 2 multi-line service desk phones
- 1 single-line cordless phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

Othello - 101 E Main, Othello 99344

- Inbound/Outbound calling via VOIP to Kennewick location PRI
- 1 multi-line supervisor phone
- 4 multi-line staff phones
- 1 multi-line service desk phone
- 1 single-line cordless phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)
- 1 single-line, outbound only, local dial restricted, 2 minute public phone

West Pasco - 7525 Wrigley Drive, Pasco 99301

- Inbound/Outbound calling via VOIP to Pasco location PRI
- 1 multi-line supervisor phone
- 3 multi-line staff phones
- 2 multi-line service desk phone
- 1 single-line cordless phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)

West Richland - 3803 W Van Giesen, West Richland 99353

- Inbound/Outbound calling via VOIP to Kennewick location PRI
- 1 multi-line supervisor phone
- 2 multi-line staff phones
- 2 multi-line service desk phone
- 1 single-line cordless phone
- 1 available analog port for existing fax (or alternative solution for inbound/outbound Fax services)
- 1 single-line, outbound only, local dial restricted, 2 minute public phone

All locations:

- Central voicemail, up to 16 concurrent users, including auto attendant
- Auto attendant for all locations, roughly 150 transaction boxes with one-key call routing
- Support for 150 voicemail boxes
- Ring groups/virtual extensions to ring multiple phones
- If implementation includes VoIP to the desktop:
 - Use of existing Power over Ethernet infrastructure for power to stations wherever possible.
 - Survivability, where applicable (automatic failover to POTS on outbound calls when WAN is unavailable)
 - E911 implementation.
- Flexible call reporting for answered calls
- Auto attendant reporting to determine usage
- Call park/page/transfer
- Call waiting/forwarding
- Voicemail
- Auto attendant capability
- For branches with less than 10 phones, support for at least the number of existing stations plus 2 in all branches without replacing hardware. (Additional hardware, hardware modules, or licensing costs to support these additional stations is acceptable.)
- For branches with more than 10 phones, support for an additional 10 stations without replacing hardware. (Additional hardware, hardware modules or licensing costs to support additional stations is acceptable.)
- Support for hands-free calling on staff, office, and service desk phones

Optional Features

In addition, we are interested in proposals that can provide the following additional features, either at installation or with additional licensing in the future. In order of importance:

- Exchange/Outlook integration options for messaging, initiating communications, and presence.
- Instant Messaging/presence for supervisor, office, and staff phone locations with collocated workstations. Archiving and retrieval for public records should be addressed.
- Video conferencing capabilities attached to supervisor and office phones, or integrated via software on existing workstations next to those phones.
- Voicemail to email capability. Include options for speech-to-text and audio attachments to email.
- Support for softphones to supplement or replace office phones for mobile employees.
- Alternative solutions for inbound/outbound fax access for all locations.
- Auto attendant voice recognition and/or text-to-speech.

Provider instructions

Timeline

Event	Day	Date
Release RFP	Sunday	May 8, 2016
Questions due	Friday	May 26, 2016
Answers emailed/ Addendum (if any) posted not later than	Tuesday	May 31, 2016
Proposal responses due	Tuesday	June 21, 2016 4:00 PM
Reference checks complete	Friday	July 1, 2016
Contract awarded	Tuesday	July 19, 2016
Implementation begins **		After August 1, 2016

Proposal Responses

Proposals received after June 21, 2016, 4:00 PM will not be accepted. No additional time will be granted to any Proposer unless by addendum to this RFP. Vendors must submit one original with signatures and one electronic version of the RFP to the following address:

Jon Stuckel, IT Director
Mid-Columbia Libraries
405 S Dayton St
Kennewick, WA 99336
jstuckel@midcolumbialibraries.org

Proposal Format and Contents

The proposal should follow this format:

Section	Title	Contents
Section 1	About your organization	Organization structure, qualifications, experience, financials and references
Section 2	Technical requirements and alternatives	Solutions and alternative solutions described
Section 3	Implementation and timeline	Implementation methods and time-frames
Section 4	Agreement contracts	Sample agreement contract(s)
Section 5	Additional information	Diagrams, charts, etc. if necessary
Section 6	Pricing	Completed pricing template and additional explanations if necessary

Required section contents are as follows.

- Section 1 – About your organization
 - a) Describe your organizational structure. Show how your organization will be responsive to the requirements of this RFP. Include contact information.
 - b) Describe your organization’s financial, staff, and technical resources. Show how those resources support proposed services.
 - c) Describe your organization’s qualifications and experience. If you have experience with Mid-Columbia Libraries, describe your current or past relationship. Describe any similar implementations of proposed services performed by your organization.
 - d) Address your level of familiarity (if any) with Universal Service Administrative Company (USAC) and the E-Rate program, specifically regarding invoicing and the Billed Entity Applicant Reimbursement (BEAR) process.
 - e) Provide 3 customer references from projects of similar type and scope. References should include
 - a contact name
 - that person’s title
 - postal address
 - email address
 - phone number

- Section 2 – Proposed solution and alternatives
 - a) Describe any infrastructure changes required for your proposed solution. Examples include but are not limited to additional telecommunications circuits, additional internal wiring, or additional network hardware.
 - b) List recommended options for phones for the following phone types as defined in the requirements:
 - office phones – assigned to one employee with mostly desk duties when in office
 - staff phones – used by staff with desk and floor duties (may be shared by multiple staff, or assigned to a single employee)
 - conference phone – used in a conference room setting
 - service desk phones – used at a customer service desk, where most customer calls are answered by multiple staff
 - supervisor phone – assigned desk phone for the location’s supervisor
- Section 3 – Implementation
 - a) Describe your implementation process. Specifically address any outages or cutover time.
 - b) Provide a timeline.
 - c) Describe any steps or events required by any party that would involve access to any Mid-Columbia Libraries location. Include anticipated day/time and duration.
- Section 4 – Agreement contract(s)
 - a) Attach any installation contract(s) or work order(s) required for the project.
- Section 5 – Additional Information
 - a) Include any additional clarifying information relating to the proposal. Examples include appendices, charts, diagrams, cut sheets, etc.
- Section 6 – Pricing
 - a) Provide line-item pricing for all non-recurring costs for recommended hardware and software options.
 - b) Provide labor costs for installation and initial configuration.
 - c) Additionally, provide yearly or multi-year cost estimates for any recurring costs required by implementation not already included in in the current operating environment.

Pre-Submittal Questions

Mid-Columbia Libraries' project manager, Jon Stuckel, will be available to meet on request. There will be no pre-bidders conference.

Questions may also be submitted to Mid-Columbia Libraries by May 26, 2016 via mail or email:

Mid-Columbia Libraries – Pre-Submittal Questions

Attn: Jon Stuckel, IT Director

405 S. Dayton St, Kennewick, WA 99336

Email: jstuckel@midcolumbialibraries.org

Answers will be provided as soon as possible, but no later than May 31, 2016. Mid-Columbia Libraries may, at its discretion, provide an addendum to this RFP in response to any Pre-Submittal communications. Addendum will be posted no later than May 31, 2016.

Conditions

Vendors must be able to provide equipment and services.

Mid-Columbia Libraries will make access to service locations available on request. Contact Jon Stuckel (jstuckel@midcolumbialibraries.org, (509) 737-6382).

All materials are subject to State public disclosure laws. If a Proposer considers any portion of his/her proposal to be protected under the law, the Proposer shall clearly identify those portions on the page(s) affected using such words as "CONFIDENTIAL" or "PROPRIETARY". The Proposer shall also use the descriptions above in the following table to identify the effected page number(s) and location(s) of any material to be considered as confidential (attach additional sheets as necessary). If a request is made for disclosure of such portion, MCL will determine whether the material should be made available under the law. If the material is not exempt from public disclosure law, MCL will notify the Proposer of the request and allow the Proposer ten (10) days to take whatever action it deems necessary to protect its interests. If the Proposer fails or neglects to take such action within said period, MCL will release the portion of the Proposal deemed subject to disclosure.

Evaluation of Proposals

Contract Award

Contract will be awarded pending Board of Directors approval on July 19, 2016.

Evaluation Criteria

Mid-Columbia libraries will select the most responsive and cost-effective provider. Price will be the heaviest weighted factor, but will not be the only factor. Other factors include, but are not limited to:

- Prior experience with the vendor
- Completeness of proposal/Compliance with proposal format
- Appropriateness or completeness of technical solution
- Response from provided reference checks

Mid-Columbia Libraries has a current master contract agreement with Washington State Department of Enterprise Services. Vendors that can provide hardware under the [NASPO ValuePoint data communications contract section 5.3.0, Unified Communications](#) are preferred.