

Request For Proposal

Cellular Phone Service For:

Lakeland Library Cooperative



Proposals due:

January 13, 2011

By 5:00 p.m.

**4138 3 Mile Road
Grand Rapids MI 49534**

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Section I

Notice of Proposal

Lakeland Library Cooperative invites vendors to submit proposals in accordance with the terms and conditions of this Request for Proposal (RFP). This RFP provides the requirements for cell phone (wireless) communication services and requests a detailed response from all prospective vendors, including pricing and service descriptions, in a specified format.

Our goals in selecting a wireless communication service provider include the following: reduction of operating costs, improvement of our existing wireless communication services through increased product and service features and to obtain greater flexibility in pricing.

It is important for the vendor to understand that this service will be included on the Lakeland Library Cooperatives E-Rate application which, if approved, allows for significant discounts through the Universal Service Fund. Lakeland Library Cooperative requires that vendors have prior experience with the E-Rate program, are approved E-Rate Vendors and have experience serving E-Rate eligible organizations.

It is expected that the service period will begin on March 10, 2011 and that Lakeland Library Cooperative will seek USF reimbursement (or invoices will start to be discounted) for services beginning on July 1, 2011.

To be considered, one original and one duplicate copy of the proposal must be received by 5:00pm on January 13, 2011 by Terry Cross, Business Manager, Lakeland Library Cooperative, 4138 3 Mile Road NW, Grand Rapids, Michigan, 49544.

Questions regarding this RFP may be directed to Terry Cross at the above address, by fax (616-559-4329) or by email (terry@llcoop.org).

The Cooperative reserves the right to reject any and all proposals submitted and to request additional information from all proposers. Any contract awarded will be made to the service provider who, based on evaluation of all responses and applying all criteria and oral interviews if necessary, is determined to be the best qualified to meet the needs of Lakeland Library Cooperative.

Section II

Introduction to Lakeland Library Cooperative

The Lakeland Library Cooperative, “Lakeland,” is organized under Michigan Public Act 89 of 1977 that provides for the establishment of cooperative libraries. Lakeland serves to strengthen member libraries in eight West Michigan counties by providing the means to share resources, services and expertise for the benefit of individuals and communities.

Lakeland’s members include 41 public libraries in all or in part of the following Michigan counties: Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, Newaygo and Ottawa. By contractual agreements on the part of member libraries, additional townships in Gratiot, Mecosta and Oceana counties are also served.

Our current cell phone plan consists of seven basic cell phones that are utilized by employees. In addition to voice communication, texting is used on four of the phones. Our employees’ primary wireless communication needs are for communicating to fellow employees and member libraries while traveling within the State of Michigan.

Section III

Instructions

- A. Proposer shall submit itemized pricing as specified on the Vendor Proposal Form supplied by the Lakeland Library Cooperative in this RFP. All prices must be plain and clearly stated.
- B. Deliver the original Vendor Proposal Form with original signature, sealed in a single envelope, on or before 5:00 p.m., Thursday, January 13, 2011 to:

<p>RFP - Cell Phone Services</p> <p>Terry Cross, Business Manager</p> <p>Lakeland Library Cooperative 4139 3 Mile Road NW Grand Rapids, MI 49534-1134</p>

A public bid opening will not occur.

- C. A proposal received after the due date and time will be disqualified.
- D. Facsimiles (faxes) of the proposal will not be accepted.
- E. The Lakeland Library Cooperative shall not be responsible for any cost or expense the Proposer incurs during the preparation of this proposal.
- F. Proposals shall be in full conformity with all the conditions set for the in the Instructions, General Conditions, Bid Details, Cell Phone Standards, Proposers Qualifications and Contractual Arrangements.
- G. Should a Proposer find discrepancies in, or omissions from the Instructions, General Conditions, Bid Details, Cell Phone Standards, Proposers Qualifications, Contractual Arrangements and Vendor Submittal Form, or should be in doubt as to the meaning, the Lakeland Library Cooperative Business Manager may be contacted as indicated elsewhere. The Lakeland Library Cooperative shall not be responsible for any oral instructions.
- H. It is the Proposer's responsibility to note any detail or specification that, in their opinion, is not practical or functional.
- I. All proposals submitted shall remain firm for a period of (60) days beginning January 14, 2011.

- J. The Lakeland Library Cooperative reserves the right to accept or reject any or all Proposals in whole or in part, or to waive any informality therein. If in the Lakeland Library Cooperatives opinion it is in their best interest, the contract may be awarded to other than the lowest Proposer for reasons of establishing uniformity in cost.
- K. The Lakeland Library Cooperative is a federally constituted government body and IS NOT subject to Michigan State or Federal excise taxes. Neither type of these taxes should be included in the cost proposal.
- L. The contract shall be awarded when a Proposer has been issued a notice to proceed.

Section IV

General Conditions

OWNER RESPONSIBILITIES

- A. The Owner is defined as:
Lakeland Library Cooperative
4138 3 Mile Road NW
Grand Rapids, MI 49534-1134
- B. The Owner shall be the interpreter of all specifications covered in this document.

AUTHORITY OF THE LIBRARY COOPERATIVE DIRECTOR

The Lakeland Library Cooperative Director shall decide all questions which may arise.

VENDOR RESPONSIBILITY

The Vendor is defined as:
The Proposer awarded the contract to provide the cell phone services specified elsewhere in this RFP.

INDEMNITY

The Vendor agrees to indemnify the Lakeland Library Cooperative, and save it harmless, from any and all claims that may be brought against the Cooperative or the Vendor by reason of any error, act or omission of the Vendor, the Vendor's agents or its employees, in connection with this agreement.

ABILITY OF BIDDER

It is the intention of the Lakeland Library Cooperative to award the contract to a Vendor whose ability is fully equal to fulfilling the terms of this proposal in a satisfactory manner.

LEGAL CONDITIONS

The Vendor agrees to abide by all Federal, State, County and local laws and regulations.

TERMINATION

In the event of any default by the Vendor, the Lakeland Library Cooperative, without prejudice to any other right or remedy it may have, shall have the right to terminate this agreement, after giving the vendor thirty (30) days previous written notice. It shall be considered a default whenever the Vendor shall: declare bankruptcy, become insolvent, or assign its assets for the benefit of its creditors; violate or disregard any provision of this agreement or fail to provide the agreed upon services and provide the proper equipment.

INSURANCE

Some phones may have insurance. Vendor to provide cost and details of insurance plan options.

PAYMENT TERMS

It is expected that the service period will begin on March 10, 2011. For services received by Lakeland Library Cooperative from the beginning of the contract term until June 30, 2011, Lakeland Library Cooperative will pay the invoice in its entirety. For services received after June 30, 2011, Lakeland Library Cooperative will seek reimbursement from the Universal Service Fund (or the vendor will begin to discount the invoices). Lakeland Library Cooperative is flexible as to being reimbursed for E-Rate eligible services or having invoices discounted. If E-Rate funding does not become available, Lakeland Library Cooperative stands ready to pay the full contracted amount. Lakeland Library Cooperative is tax exempt and billing should reflect that status.

SPECIFICATIONS

- A. Submittal of costs on the Lakeland Library Cooperative Submittal Form as provided in this RFP is required.
- B. Submit three references of clients with a similar business structure (including company name, address, telephone, e-mail and contact name).
- C. Submit an original copy and a duplicate copy of the RFP Proposal.

BIDDER QUALIFICATION

In order for a bidder's proposal to be considered, each proposal must include the following information:

- A description of their company location and the number of years in business.
- Lakeland Library Cooperative requires that vendors have prior experience with the E-Rate Program, are approved E-Rate vendors and have experience serving E-Rate Eligible organizations.

DELIVERY PICKUP AND SERVICE LOCATIONS

Pickup, activation as well as ongoing service must be in the Greater Grand Rapids, MI area. Bidders to provide a list of stores and or service centers in the area.

Section V

Bid Details

Contract Duration: Pricing should be provided for each of the following:

- One (1) year or twelve (12) months.
- Two (2) years or twenty-four months.
- Three (3) years or thirty-six months.

Contract Extension after Expiration: Month-to-month.

All inquiries must be in writing and submitted via US mail, fax or e-mail. Inquiries will be accepted up to 5:00 p.m., Thursday, January 13, 2011. Inquiries can be directed to:

Terry Cross
Business Manager
Lakeland Library Cooperative
4138 3 Mile Road NW
(616) 559-4329 (Fax)
terry@llcoop.org

Section VI

Cell Phone Service Standards

Cell phone services that are proposed should meet or exceed the following criteria:

1. Service for a total of 7 cell phone units. These 7 units are broken into the following 2 groups:
 - A. Group #1: Includes service for 4 units. In addition to text and voice communication capabilities, the 4 phones in Group #1 should include the following features:
 - All 4 phones should have key pads.
 - Pricing for this group should include a minimum of 400 monthly minutes.
 - Pricing for this group should include unlimited text messaging.
 - B. Group #2: Includes service for 3 units.
 - These units will be used primarily for voice communications.
 - The Group #2 – 3 phone package should include a minimum of 300 monthly minutes.
2. The following requirements are applicable to all 7 phones included in Group #1 and Group #2:
 - All phones should be new.
 - Identify all additional services included in the package.
 - The ability to transfer existing Verizon cell phone numbers to the new phones.
 - The ability to provide a three (3) year, thirty six (36), month contract with the option to extend the contract terms.
3. Seven (7) instruction manuals and headsets are required.
 - Include a list of equipment, number of units, model number and cost of each, if there is a cost.

Section VII

Proposer's Qualifications

The following must be affirmed in the proposal response:

- A. Proposers are requested to provide Lakeland with a profile of general background information. This should include:
 - The organization and size of the proposer and whether it is local, regional, national or international in operations.
 - Describe the recent local and or regional experience in providing cell phone services to similar organizations and the names and telephone numbers of client contacts.
- B. A description of prior experience with the E-Rate Program, including the names and telephone numbers of client contacts.
- C. Vendors must have a Service Provider Identification Number (SPIN). Provide your Service Provider Identification Number (SPIN) Assigned by the Schools and Libraries Division.
- D. Provide a description of how your organization would facilitate the reimbursement of discounts from the Universal Service Fund to Lakeland Library Cooperative. This description should include contact names and telephone and fax numbers.
- E. Proposer may provide any additional data that may be helpful in the selection process.

Section VIII

Contractual Arrangements

1. It is expected that the agreement will begin on or after March 10, 2011. For services received by Lakeland Library Cooperative from the beginning of the contract term until June 30, 2011, Lakeland Library Cooperative will pay the invoice in its entirety. For services received after June 30, 2011, Lakeland Library Cooperative will seek reimbursement from the Universal Service Fund (or the vendor will begin to discount the invoices). Lakeland Library Cooperative is flexible as to being reimbursed for E-Rate eligible services or having invoices discounted. If E-Rate funding does not become available, Lakeland Library Cooperative stands ready to pay the full contracted amount.
2. The exact method or process of how Lakeland Library Cooperative will receive reimbursement for discounted services from the Universal Service Fund will be agreed upon by both parties at the inception of this agreement.
3. Pricing should be provided for 1 year (12 months), 2 year (24 months) and 3 year (36 months) terms. The contract should include voluntary extensions.

Lakeland Library Cooperative
4138 3 Mile Road NW
Grand Rapids, MI 49534-1134

VENDOR SUBMITTAL FORM

Company Name: _____

Company Address: _____

Telephone Number: _____ Fax Number: _____

Contact Name: _____ Contact E-Mail: _____

- Attach three references of clients with similar scope of service (including company name, address, telephone, e-mail and contact name)
- Attach documents listed in Section VII Qualifications of this RFP
- Submit 1 original and one duplicate copy of the proposal
- Service Provider Identification Number (SPIN) _____

Insurance Cost:
Year #1 _____
Year #2 _____
Year #3 _____

- Attach description of insurance coverage
- List of Greater Grand Rapids Areas Store/Service Centers addresses for pick-up/activation and future services.
- Ability to use existing Verizon phone numbers: yes no
- List of services for each group: monthly minutes, unlimited, roaming or nationwide charges, unlimited text messaging, night/weekend limits (anytime) if any, block data access, pictures included with text messages or not, other services provided in plan.
- Provide photo and specifications sheet
- List peripheral items included:

Lakeland Library Cooperative
 4138 3 Mile Road NW
 Grand Rapids, MI 49534-1134

VENDOR SUBMITTAL FORM - CONTINUED

1 year, 12 month cost of cell phone service for 7 phones by 2 Groups:
 2 year, 24 month cost of cell phone service for 7 phones by 2 Groups:
 3 year, 36 month cost of cell phone service for 7 phones by 2 Groups:

	Yearly Cost For 1 Year/12 Month Term	Yearly Cost For 2 Year/24 Month Term	Yearly Cost For 3 Year/36 Month Term
		<u>Year #1</u>	<u>Year #1</u>
Group #1	\$ _____	\$ _____	\$ _____
Group #2	\$ _____	\$ _____	\$ _____
Or-Combined Group	\$ _____	\$ _____	\$ _____
		<u>Year #2</u>	<u>Year #2</u>
Group #1		\$ _____	\$ _____
Group #2		\$ _____	\$ _____
Or-Combined Group		\$ _____	\$ _____
			<u>Year #3</u>
Group #1			\$ _____
Group #2			\$ _____
Or-Combined Group			\$ _____