

## Northeast Georgia Regional Library System

### Request for Proposals 2023

Contact: Michael Metzger  
Asst Dir for Technology  
PO BOX 2020  
Clarkesville, GA 30523  
706-754-0416 x230  
762-230-0010 (fax)

[mmetzger@negeorgialibraries.org](mailto:mmetzger@negeorgialibraries.org) (preferred)

**Northeast Georgia Regional Library System** (NEGRLS) has 7 locations in 4 neighboring counties, Habersham (3), White (2), Stephens (1), and Rabun (1). These locations (with exception of Regional offices in Habersham) offer free public access to the Internet via wired and wireless services.

The Regional offices are located in Habersham County.

**Category 1: Internet Access and telecommunications services**, including basic maintenance.

Internet services are currently under annual contract with 200/200 MB dedicated synchronous fiber connections at 6 locations and one location via microwave dish (Regional offices).

#### **Services required for this RFP**

**Pricing schedule for dedicated synchronous fiber at increments of 200 MB, and 500 MB**, providing flexibility to incrementally increase bandwidth contingent on receiving appropriate levels of funding from federal, state, and local funding sources **with optional annual renewals up to 3 years**.

Each location requires at least one **static IP** address necessary for access to Georgia Public Library data services and GALILEO databases.

Support for **VOIP** services\* that connect all our locations with extension dialing, voicemail, direct inward dialing, caller ID, rollover groups, and call tree menus.

**Digital to analog** conversion services for at least 2 analog lines per location supporting analog faxing, and building security alarm services where in use.

**\*NOTE: All bid responses must show clear and complete separation of e-rate eligible and any non e-rate eligible cost.**

**Maintenance** and technical support appropriate to maintain reliable operation and provided as a component of these services described above for Internet Access and Telecommunication

services. This includes support and monitoring of Internet connections. Prompt response times and on-site repairs during operating hours and proactive monitoring are required. Troubleshooting service will be provided within four (4) hours of reported problem(s) during library operating hours. Refunds will be provided for periods of service outage lasting more than 12 hours.

**Management reports** that show usage statistics (such as the percentage of bandwidth used, peak usage dates/times), and **number of wireless users** in easily understood formats like charts and graphs. Auto generated alerts anytime bandwidth in use exceeds 65% or similar network alerts.

Full implementation of services must occur by July 1, 2023

**NOTE:** The telecommunications and internet access received are provided via a managed service as our local WAN, including firewall services as a component of the internet services. (i.e. a managed WAN that is e-rate eligible under Category 1.) All locations are currently using managed MikroTik Cloud Core Routers model CCR-1009-8G-1S+ purchased in 2015.

Please direct questions to [mmetzger@negeorgialibraries.org](mailto:mmetzger@negeorgialibraries.org)

Questions will be posted and answered on our website.

Bids will be accepted until Monday, January 23<sup>rd</sup>, 2023.

All proposals received will be evaluated on the following factors:

<b>Evaluation Criteria</b>	<b>Points</b>
<b>Cost of eligible services</b>	<b>25</b>
<b>Prior experience with Vendor</b>	<b>20</b>
<b>Prices for ineligible services, products, and fees</b>	<b>10</b>
<b>Flexible invoicing: FCC Form 472 or FCC form 474</b>	<b>10</b>
<b>Local or in-state vendor</b>	<b>10</b>
<b>Can service all seven locations with 200 MB down and 200 MB up</b>	<b>10</b>
<b>Interface capabilities/wireless network services/ease of use/management reports</b>	<b>15</b>
<b>Total</b>	<b>100</b>

**Category 2: Managed Internal Broadband Services (MIBS) of these connections; services that manage owned or leased broadband internal connections (e.g. managed internal broadband services and managed WiFi).**

We last purchased network equipment (10/100/1000 switches, wireless access points, and UPS) for all locations in August 2019.

Currently each location has following equipment:

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ purchased in 2015

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch purchased in August 2019 with the exception of Rabun County's which was replaced in June of 2022.

1-4 Ubiquiti wireless access points supporting 802.3 a/c protocols with WPA2 security.

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

## **REQUIRED:**

**One-year contract with optional annual renewals up to a total of 3 years** for the following items:

**Managed Broadband and Wireless services** that provide operation, management and/or monitoring of eligible broadband internal connection components, *especially monthly statistics on the number of public users using wireless services* and password management.

Support for different levels of wifi service for library patrons, staff, and guest users.

- Services provided by a third party – Operation – Management – And/or monitoring of eligible broadband internal connection components
- The third party may manage the school or library's equipment or provide the equipment as part of a lease
- Eligibility Limitations – Supports only the equipment listed as eligible as a broadband internal connections component – Upfront charges as part of the contract are eligible
- Any ineligible internal connections components (e.g. content filtering) must be cost allocated out

## **Habersham County:**

**Clarkesville Library** located at 178 E. Green St., Clarkesville, GA 30523.

The Clarkesville Library is a 15,000 sq. ft. facility including a public meeting room, separate children, teen, and Genealogy areas and staff offices and workrooms. It offers 13 publicly available computers. Staff access Internet resources such as the state library's PINES system for cataloging and circulation services; reference and children's services; and accounting and purchasing systems using 8 staff computers

**REQUIRED:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

**Cornelia Library** is located at 301 N. Main St., Cornelia, GA 30531.

Cornelia Library is a 7,200 sq. ft. facility with large reading room and public computers, separate children's area, public meeting room, staff offices, including branch manager, children's programmer, and circulation workroom. It Offers 12 publicly available computers. There are 5 staff computers and 5 VoIP service with 5 handsets.

**REQUIRED:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

**Regional Administration Office** is located at 204 Ellison St. Suites E/F, Clarkesville, GA 30523. This facility is 2,000 sq. ft. with 4 offices, meeting room, staff workroom, storage room, and break room. There are 6 staff computers and VoIP service supporting 6 handsets, 1 portable handset, and analog fax machine.

**REQUIRED:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

**Stephens County:**

**Toccoa-Stephens County Library** is located at 53 W. Savannah St., Toccoa, GA 30577.

This is an 11,000 sq. ft. facility with public reading area, a meeting room and conference room, a staff office and workroom. It currently offers 17 publicly available computers.

There are 7 staff computers and VoIP service with 6 handsets (1 portable) and analog fax machine and security alarm lines.

**REQUIRED:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

**Rabun County:**

**Rabun County Library** is located at 73 Library Circle, Clayton, GA 30525.

This is an 11,893 sq. ft. facility with a public meeting room, separate children's area, adult and genealogy areas, manager's office, staff office and workroom, and a book sale room. It offers 9 publicly available computers with plans to add more. There are 7 staff computers and VoIP service with 6 handsets and 1 portable with analog fax machine and alarm.

**Required:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

## **White County:**

**Cleveland Library** is located at 10 Colonial Dr., Cleveland, GA 30528.

This is a 6,000 sq. ft. facility with a meeting room, manager's office and staff workroom. It offers 18 publicly available computers. They have 6 staff computers and VoIP service with 3 handsets and 2 portable handsets, and analog fax machine.

### **REQUIRED:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

**Helen Library** is located at 90 Pete's Park Rd., Helen, GA 30545.

This is a 4,250 sq. ft. facility with a meeting room, a staff office and workroom, and adult/children's areas. There are currently 7 publicly available computers. The staff have 3 computers and VoIP with 2 handsets, 1 portable, and fax machine.

**Required:**

**Managed Broadband and Wireless services** that provide:

Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.

Support for VOIP services using 10 handsets with Digital to Analog conversion for fax machine and alarm services.

Wireless Internet accessible via 4 access points located in the ceilings throughout the building.

1 MikroTik Cloud Core Routers model CCR-1009-8G-1S+ or equivalent

One static IP.

1 HP 24 and/or 48 port 10/100/1000 managed PoE switch

HP 2530 48G 48 port 10/100/1000 + 4 SFP Ports (NON PoE Switch)

Basic Maintenance and technical support.

Please direct questions to [mmetzger@negeorgialibraries.org](mailto:mmetzger@negeorgialibraries.org)  
Questions will be posted and answered on our website.



**Bids will be accepted until Monday, January 23<sup>rd</sup>, 2023.  
All proposals received will be evaluated on the following factors:**

<b>Evaluation Criteria</b>	<b>Points</b>
<b>Cost of eligible services</b>	<b>25</b>
<b>Prior experience with Vendor</b>	<b>20</b>
<b>Prices for ineligible services, products, and fees</b>	<b>10</b>
<b>Flexible invoicing: FCC Form 472 or FCC form 474</b>	<b>10</b>
<b>Local or in-state vendor</b>	<b>10</b>
<b>Can service all seven locations with 200 MB down and 200 MB up</b>	<b>10</b>
<b>Interface capabilities/wireless network services/ease of use/management reports</b>	<b>15</b>
<b>Total</b>	<b>100</b>

Question:

I have a question regarding the following requirement:

*Minimum 200/200 MB dedicated synchronous fiber connection that meets all CIPA requirements and protected by appropriately configured firewall.*

Are you looking for pricing for the actual fiber circuit to each building as part of this request? Any clarification would be much appreciated.

Answer:

Thank you for your question,

We currently have fiber at all our locations, so we are looking for the pricing of the service of providing 200/200 MB with the option to increase to 500 if needed.

Question:

Could a site visit be allowed to give the best competitive pricing for your MBIS and BMIS request?

Answer:

Yes, a site visit is possible.