



TOLEDO LUCAS COUNTY PUBLIC LIBRARY
Hosted Internet Telephony Service Provider RFP

PART 1 - GENERAL

1.0 PURPOSE

The Toledo Lucas County Public Library (TLCPL) seeks proposals from reputable and qualified firms to provide hosted Internet Telephony Service Provider (ITSP) solutions for all 20 library locations. The successful firm will be responsible for implementing and managing a comprehensive Hosted VoIP system, including features such as voice services, voicemail, and other telecommunication functions. Additionally, the provider will oversee day-to-day operational needs, including maintaining, servicing, and improving the system to ensure reliable and efficient communication across all locations. The scope of work also includes managing analog/POTS lines for specific uses such as fax services and elevator operations, ensuring seamless integration with the library's existing infrastructure. The selected firm will enter into an Agreement with TLCPL to deliver these services with a focus on quality, reliability, and user satisfaction.

1.1 BID CATEGORIES

1. Hosted VoIP service.
2. Analog / POTS lines (for Fax / Elevators).

1.2 BUILDINGS

Main (Headend)	325 Michigan St.	Toledo, OH 43604
Birmingham	203 Paine Ave.	Toledo, OH 43605
FOL Book Center	1301 Reynolds Road	Toledo, OH 43610
Heatherdowns	3265 Glanzman	Toledo, OH 43614
Holland	1032 South McCord Rd.	Holland, OH 43528
Kent	3101 Collingwood Blvd.	Toledo, OH 43610
King Road /Outreach	3900 King Road	Sylvania, OH 43617
Lagrange	3422 Lagrange St.	Toledo, OH 43608
Locke	703 Miami St.	Toledo, OH 43605
Maumee	501 River Rd.	Maumee, OH 43537
Mott	1085 Dorr St.	Toledo, OH 43607
Oregon	3340 Dustin Rd.	Oregon, OH 43616
Point Place	2727117th St.	Toledo, OH 43611
Reynolds Corners	4833 Dorr St.	Toledo, OH 43615
Sanger	3030 West Central Ave.	Toledo, OH 43606
South	1736 Broadway	Toledo, OH 43609
Sylvania	6749 Monroe St.	Sylvania, OH 43560
Toledo Heights	423 Shasta Dr.	Toledo, OH 43609
Washington	5560 Harvest Lane	Toledo, OH 43623
Waterville	800 Michigan Ave	Waterville, OH 43566
West Toledo	1320 Sylvania Ave	Toledo, OH 43612

1.3 SCHEDULE AND QUESTIONS

- A. All questions relating to this RFP must be emailed to:
ben.bolbach@toledolibrary.org

***No verbal questions will be accepted.*

***ALL RFP questions will be handled via an addendum and emailed to all bidders.*

- B. No pre-bid meeting will be scheduled

- C. TLCPL will make every effort to adhere to the following schedule:

RFP Available	February 11, 2025
Pre-Bid Meeting	None – Email all questions to ben.bolbach@toledolibrary.org
Last Day for Questions	February 18, 2025
Final Addendum Issues (If Needed)	February 25, 2025
Bid Due Date	3/11/2025
Anticipated Award Date:	3/18/2025

1.4 BID SUBMISSIONS AND ADDRESS

- A. Sealed proposals for the hosted VoIP services specified in this RFP should be submitted to the Dispatch Office located at 325 N. Michigan Street, Toledo, OH 43604 and addressed:

**Fiscal Officer
Main Library
Toledo Lucas County Public Library
325 N. Michigan St.
Toledo, OH 43604**

- B. The deadline for submission is Tuesday, March 11, 2025, at 12:00 p.m. Kindly provide one (1) electronic copy of the proposal saved on a flash drive and three (3) paper copies placed inside a sealed envelope.
- C. Proposals received after 12:00 p.m. on Tuesday, March 11, 2025, will not be considered as they will be deemed non-responsive. It is important to note that TLCPL reserves the right to request additional information during the proposal evaluation process, as needed.

1.5 BID REQUIREMENTS

- A. The ITSP is responsible for providing a turn-key solution hosted VoIP, and analog /POTS lines. The intentional or accidental omission of any necessary component or system shall require the ITSP to supply such component(s) or system(s) at no cost.
- B. The following forms/information must be filled out entirely and submitted with the ITSP's proposal. The absence of any may disqualify the bid.
 1. Appendix A: Bid Summary
 2. Appendix B: Company Profile
 3. Appendix C: A Sample contract

1.6 QUALIFICATIONS

- A. To enable TLCPL to evaluate the competency and financial responsibility of a ITSP provider, the bidder shall, when requested by the TLCPL, furnish the following information:
 - A certified financial statement dated within 90 days (or latest) to assess financial health.
 - A list of present contracts of similar scope and size.
- B. All equipment materials, shipping, storage, labor, insurance costs, application fees, taxes, etc. for a turnkey solution shall be included in the base bid.
- C. TLCPL will periodically examine the work in progress, as well as upon completion, to ascertain the extent to which materials and procedures conform to the requirements of these specifications. Payments will not be released until work being billed for is done to the satisfaction of the TLCPL. A delay in fixing the problems or a repeat of being in non-compliance can result in termination of the contract.
- D. TLCPL is an Equal Opportunity Employer. Pursuant to Executive Order 11246, replacement of the defective areas is at the telecom provider's expense. In the event of cancellation, TLCPL will not be obligated to compensate the ITSP for any work undertaken. As amended, you are advised that under the provisions of this order the telecom provider and subcontractors are obliged to take affirmative action to provide equal employment opportunity without regard to race, creed, color, national origin, age, or sex.

1.7 INSURANCE

- A. All insurance companies shall have a minimum A.M. Best rating of A and be licensed to operate within the State of Ohio.

- B. Contractor will acquire and maintain bodily injury and property damage liability insurance under a standard commercial general/automobile liability policy which will provide and include coverage on all telecom provider's operations, contractual liability, owned automobiles and non-owned or hired automobiles.
- C. Bodily injury liability limits will be for an amount of not less than two million (\$2,000,000) per person/per injury, including wrongful death.
- D. Property damage liability insurance in an amount of not less than two million (\$2,000,000) per person/per injury, including wrongful death.
- E. Any combination of underlying commercial general and automobile liability coverage with umbrella/excess liability coverage which provides no less than two million (\$2,000,000) single limit bodily injury and property damage liability insurance for ITSP.
- F. ITSP will maintain and keep in force product liability insurance, public liability insurance, and Worker's Compensation insurance covering of all employees, agents, and subcontractors.
- G. TLCPL will be named an additional insured in all required certificates of insurance about this Agreement and all liability policies will include a severability of interest clause with respect to claims, demands, suits, judgments, costs, charges, and expenses arising out of or in connection with, any loss, damage, or injury resulting from the negligence or other fault of ITSP, ITSPs agents, representatives and employees.
- H. ITSP will submit a Certificate of Insurance showing that all insurance requirements are met within thirty (30) calendar days of the execution of this Agreement. If any policy expires during the term of the contract, it will automatically be renewed and a new Certificate of Insurance sent.
- I. ITSP shall provide workers' compensation in accordance with applicable laws.
- J. The ITSP shall obtain all permits, certificates of inspection, etc. related to the work and shall pay all charges as part of base bid.

1.8 AGREEMENT AND PAYMENT

TLCPL retains the right to engage in negotiations regarding the terms of an agreement for said services with one or more Proposers based on what is deemed most advantageous to TLCPL. After the review period, TLCPL will notify the firms selected for further evaluation and negotiation. Proposers may be requested to meet with TLCPL personnel as part of the process. The contents of this RFP, along with any amendments, will be incorporated into the Agreement. The State Agency Rider (Exhibit A) will also be included as part of the Agreement Deal. Proposers are required to include a copy of their agreement with their submission.

- A. TLCPL will negotiate a fair contract in good faith with the ITSP. The ITSP is to include a sample agreement as part of the proposal. The agreement must include terms for one-time expenses (if any) and ongoing monthly usage service fees.

- B. Monthly usage service fees:
All monthly usage service fees must be itemized on a per building, and per service basis following the vendor's normal billing process cycle.
- C. All invoices should be emailed to finance.office@toledolibrary.org.
- D. Payment terms are NET30 days from invoice approval date.

1.9 IMPLEMENTATION SCHEDULE

- A. As part of the ITSP proposal submission, ITSP is required to provide a detailed project schedule outlining key milestones, timelines, and deliverables for the implementation of the project. The schedule should include anticipated start and completion dates for each phase of the project, including but not limited to planning, installation, testing, training, and full system deployment. This schedule will be used to assess the vendor's ability to meet TLCPL's timeline expectations and ensure a smooth transition with minimal disruption to library operations.
- B. The ITSP will be required to survey the sites, produce a field report, build an installation schedule and a rollout plan.
- C. TLCPL will assign a main contact person to work with the ITSP.
- D. The ITSP shall be required to demonstrate that they have the resources necessary to complete the project within the timeline.

2.0 DIVERSITY PARTICIPATION

TLCPL is dedicated to promoting equal opportunities for MBE (Minority Business Enterprises), WBE (Women Business Enterprises), DBE/SBC (Disadvantaged Business/Enterprises/Small Business Enterprises), EDGE (Encouraging Diversity, Growth, and Equity), and VFBE (Veteran Focused Business Enterprises)-certified businesses to participate in its endeavors. TLCPL extends an equal opportunity to all firms to compete for TLCPL business and strongly encourages the voluntary engagement of disadvantaged minorities to reflect the ethnic diversity of the industry and the community. The successful ITSP firm responsible for executing services under the Agreement is expected to uphold non-discrimination practices and treat workers, employees, applicants, and members of the public fairly, without bias based on race, creed color, religion gender, national origin, age, disability, or engage in any unfair employment practices. The firm shall ensure equal employment opportunities and fair treatment of employees/vendors throughout their employment, irrespective of race creed, color, religion, gender, national origin, age, or disability. As part of the proposal submission, ITSP must include a completed Bidder's Diversity & Inclusion Participation Form (Exhibit B).

2.2 RFP AMENDMENT

TLCPL retains the right to make amendments to this RFP at any given time. In the event of an amendment, TLCPL will publish it on their website <https://www.toledolibrary.org/doing-business>

2.3 RIGHT TO REJECT PROPOSALS

TLCPL maintains the right to reject any and all proposals for any reason as deemed by TLCPL and waive any irregularities and informalities in the submission and evaluation process. This RFP does not create an obligation for TLCPL to reimburse any costs incurred by respondents in the preparation and submission of their proposals. Additionally, TLCPL is not obligated to accept or contract for any services explicitly or implicitly mentioned in the proposals. TLCPL reserves the right to seek new proposals for the same project or a modified version thereof, which may involve elements of the original proposed project if deemed beneficial to TLCPL's best interests.

2.4 COST OF PREPERATION PROPOSAL

TLCPL will not pay for costs incurred by the Proposer for the preparation, printing, or negotiation process. All such expenses shall be that of the Proposer.

2.5 OHIO PUBLIC RECORDS ACT

Each Proposer understands that upon submittal of its proposal to TLCPL by this RFP, the submission and any supplemental information become the property of TLCPL and is a public record subject to disclosure by the Ohio Public Records Act

PART 2 – HOSTED VoIP PHONE SERVICE

1.0 INTRODUCTION

- A. This section addresses the Hosted VoIP Phone service for all locations.

1.1 SCOPE OF WORK

- A. The SOW for this section includes:
 - 1. TLCPL would like to reuse our existing IP Polycom HD SoundPoint voice instruments. Current models range from Polycom VVX 250, VVX411, VVX450, and Yealink W60B (wireless)
 - 2. Maintain existing dialing plans (published numbers, lines appearances, and extension numbers) voice mailboxes, message on-hold, greetings, etc.
 - 3. Port numbers over from existing ITSP (If new ITSP is picked).
 - 4. Ensure Analog / POTS lines moved from existing ITSP / Carrier.
 - 5. Provide web interface for performing basic and advanced feature preferences, voice mail changes, etc.
 - 6. Provide interface to retrieve security line recordings.
 - 7. Review existing topology and services and provide recommendations on improvements.
 - 8. Provide staff training (as needed).

1.2 DESIGN SPECIFICATIONS

- A. The hosted solution must be compatible with owner-provided IP instruments (Polycom SoundPoint) that require standards-based SIP connections over VLANs. Current models range from Polycom VVX250, VVX411, and VVX450
- B. TLCPL will replace VoIP instruments, POE switches, security appliances and LAN cabling, if needed.
- C. The hosted communication server and software must support SIP connections and the following basic features. ***See Table next page.*

Hosted VoIP Services RFP...Continued

Administrator Reports	Call Transfer - Voice Mail	Intercom Calling
Portal ((Admin/Staff)	Call Waiting	Last Call Return
	Caller ID	Last Number Redial
Bridge Line Appearances	Call ID Block	Malicious Call Trace
Busy Lamp Field	Call ID Override	Message Waiting
Call Forward to Voice Mail	Call Restrictions	On-Hold Message
Call Forward (Variable)	Call LCD	Personal Passwords
Call Groups	Call Portal	Personal User Profile
Call Hold	Conference Call (4 way)	Phone Number Quick
Call Logs	Contact List	Ring Timer
Call Park	DID/DOD	Speed Dialing
Call Pick up	Distinctive Ring	Station-to-Station Dialing
Call Reason Display	Do not Disturb	User Web Portal
Call Restrictions	E.164 Numbering Plan	Voice Mail
Call Transfer - Blind	Email Notifications	Voice Mail Display
Call Transfer - Consultative	Extension Only Users	Voice Portal
Call Transfer - External	Hunt Groups	

- D. Bidders are required to submit cost information for basic automatic call distribution (ACD) groups, unified messaging, and any other enhanced feature set that your system supports.
- E. Provide an interface (web-based) to allow staff to set basic user preferences - provide list of staff enabled options.
- F. Provide an admin-level web interface to control advanced features:
 - 1. Voice mail - Resetting passwords, purging, setting up new users
 - 2. On-demand - Perform moves, adds, and changes including line appearances and firmware updates
 - 3. Call forwarding, set Caller ID names, etc.
 - 4. Greeting Messages - Load, change, purge, and set hours
 - 5. Scheduling - Set open hours, weekends, and holidays
 - 6. Message-on-hold - Loading, updating, and purging
 - 7. Retrieve (download) recorded security line conversations with data, time, phone number, caller ID, etc.
 - 8. Call Traffic Statistics - Download .CSV file of call traffic data including inbound calls, outbound calls, average call pick-up times, callers on-hold times, etc.
- G. The goal is to find a solution that allows the I.T. Admin staff to be independent and control their phones as much as possible but still have tech support when needed.
- H. The ITSP must act on TLCPL's behalf to register all lines and buildings with the county's 911 database.

1.3 EQUIPMENT AND SERVICES

Below is the current number of Auto Attendants, VoIP lines, and Analog lines for each location.

Building	Auto Attendant	Hosted VoIP Lines / Stations	POTS / Analog (Business) Lines
Main	2	178	24
Birmingham	1	9	2
FOL Book Center	1	6	1
Heatherdowns	1	15	1
Holland	1	16	2
Kent	1	12	1
King Road /Outreach	1	27	2
Lagrange	1	12	1
Locke	1	11	1
Maumee	1	13	1
Mott	1	13	1
Oregon	1	13	2
Point Place	1	11	1
Reynolds Corners	1	13	1
Sanger	1	17	2
South	1	10	1
Sylvania	1	15	2
Toledo Heights	1	11	1
Washington	1	12	1
Waterville	1	10	1
West Toledo	1	13	3

APPENDIX A: BID SUMMARY – PLEASE FILL THIS SECTION OUT.

Hosted VoIP Services	QTY:	UNIT PRICE	MONTHLY Price	YEARLY Price
Auto Attendants:	22			
Hosted VoIP Lines / Stations	437			
Analog / POTS (Business) Lines:	52			
Port Numbers*:				
Staff Training				
Subtotal:				

* Spreadsheet for the line / numbers that need to be ported over will be provided to ITSP when bid is awarded.

The undersigned person below, having the authority to bind the corporation or firm's owners, directors, and shareholders, acknowledges that they have read the RFP and associated documents and fully understand the scope-of-work, conditions, and contract terms. Furthermore, they certify the Bid Summary price is 100% complete and in full compliance with the RFP.

ITSP Provider: _____

Address: _____

City, State, and Zip Code: _____

Signature: _____

Print Name: _____

Date: _____

APPENDIX B: COMPANY PROFILE - PLEASE FILL THIS SECTION OUT.

1. Are you located In Lucas County, Ohio? ____ Yes ____ No
2. Is your Data Center for Hosted VoIP services staffed 24x7x365? ____Yes ____ No
3. Does your network topology meet the 99.999% uptime? ____ Yes ____ No
4. What are the support staff hours if we have issues, questions, or concerns with VoIP service?
5. Please provide 3 references that would be comparable to the size and scope of for this RFP TLCPL is requesting.

Business Name	
Contact:	
Email:	
Phone:	
Project Description:	

Business Name	
Contact:	
Email:	
Phone:	
Project Description:	

Business Name	
Contact:	
Email:	
Phone:	
Project Description:	

APPENDIX C: SAMPLE CONTRACT – PLEASE PROVIDE A SAMPLE CONTRACT

EXHIBIT A: OHIO STATE AGENCY RIDER

State Agency Rider Agreement Amendment

This Rider is appended to and made a part of _____ Agreement dated _____ by and between the parties identified below (the "Agreement"). The Constitution and laws of the State of Ohio establish the rights and privileges of Toledo Lucas County Public Library as a separate political subdivision and state agency of the State of Ohio. As such, if any inconsistency, conflict, or dispute exists between the terms and provisions set forth in the Constitution and laws of the State of Ohio, this Rider, and/or the Agreement, such inconsistency, conflict, or dispute shall be governed and controlled utilizing and applying the following order of priority: (1) the Constitution and laws of the State of Ohio; (2) this Rider; and (3) the Agreement. In this respect, the parties identified below acknowledge: (a) the existence of Ohio Revised Code §9.27 and its application to any goods and services procurement contracts entered by a state agency of the State of Ohio, including Toledo Lucas County Public Library; and (b) the governing and controlling application of Ohio Revised Code §9.27 to the terms and provisions of the Agreement.

IN WITNESS WHEREOF, the parties identified below, by their duly authorized representatives, acknowledge this State Agency Rider as of the date written below.

NOTIFIED

TOLEDO LUCAS COUNTY PUBLIC
LIBRARY

By: _____

By: Mike Graybeal _____

Title: _____

Title: Dir. Operations/Deputy Fiscal Officer _____

Signature: _____

Signature: _____

Date: _____

Date: _____

EXHIBIT B

Bidder's Diversity & Inclusion Participation Form

A completed Bidder's Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Proposal or Bid Form.

_____ ("Bidder") submits the following information regarding its levels of MBE/WBE Participation:

List all MBE/WBE contractor, subcontractors, suppliers, and/or vendors with contract amounts, that Bidder will use for its work on the Project. (Continue list on additional sheets of paper if necessary.)

Name of Subcontractor / Supplier	MBE or WBE	Subcontract Amount
1.		\$
2.		\$
3.		\$
4.		\$
	A. TOTAL AMOUNT OF MBE/WBE SUBCONTRACTS	\$
	TOTAL BID	\$
	B. PERCENTAGE OF DIVERSITY PARTICIPATION* % (A ÷ B x 100)	

The bidder's commitment of total workforce hours for Minority Workforce participation on the project is: _____%.

The bidder's commitment of total workforce hours for Women Workforce participation on the project is: _____%.

I certify under penalty of perjury that the forgoing and/or attached statements and information are true and correct. The undersigned will immediately notify the Owner in the event that any of the information provided in this Diversity & Inclusion Participation Form changes in any material way.

By: _____ Date: _____

Print Name and Title: _____