

RFP for Telephone Service

The La Porte County Public Library divides telephone services into three categories. Category One is local telephone service sometimes know as Plain Old Telephone Service (POTS). This type of service is considered to be local phone calls only. Category Two is within LATA short distance toll calling phone service. Category Three is outside of LATA long distance toll calling service.

The La Porte County Public Library is seeking Category One, Category Two and Category Three proposals for 10 lines at the Main Library and 2 lines at Coolspring Branch Library. We are also seeking Category One proposals for 1 line at the Rolling Prairie Branch, 1 line at the Fish Lake Branch, 1 line at the Kingsford Heights Branch, 1line at the Union Mills Branch, and 1 line at the Hanna Branch. The Main Library and all Branch libraries are located in La Porte County, State of Indiana. The specific location of each building is as follows:

Main Library

904 Indiana Avenue
La Porte, Indiana 46350

Coolspring Branch Library

7089 West 100 North
Michigan City, Indiana 46360

Rolling Prairie Branch Library

1 East Michigan Avenue
Rolling Prairie, Indiana 46371

Fish Lake Branch Library

7981 East State Road 4
Walkerton, Indiana 46574

Kingsford Heights Branch Library

436 Evanston
Kingsford Heights, Indiana 46346

Union Mills Branch Library

3727 West 800 South
Union Mills, Indiana 46382

Hanna Branch Library

202 North Thompson
Hanna, Indiana 46340

The La Porte County Public System serves 17 of the 21 townships in La Porte County, Indiana. In keeping with the rules of the Indiana State Board of Accounts, our auditing authority, we pay all of our monthly bills on the Friday following our monthly Board of Trustees meeting. The Board of Trustees meets once a month on the last Thursday of the month.

In your proposal please address the following points:

1. Please identify which categories, Category One, Category Two or Category Three, your proposal covers.
- 2.If you have peak and non-peak calling hours, please identify those hours.
- 3.If you have charges that differ for peak and non-peak calling hours, please identify what your charges are for peak and non-peak calling.

4. Please identify any charges associated with moving from one carrier to another - sometimes known as one-time installation or startup services.

5. Please identify how much you charge for late fees and when you change late fees. Are you willing to adjust your billing and due date to accommodate the timing of our Board of Trustees meeting?

6. Please identify under what circumstances and how often you change your rates/fees. Are you willing to guarantee your rates for a year? Longer?

7. Please indicate how quickly you fix service problems. Do you provide a guaranteed response time for problems reported? If so, what is the guaranteed response time?

8. Please include the names of three different organizations/companies that use your service. Please include a contact name and a phone number.

All proposals will be considered and evaluated based upon addressing the above points and the following criteria:

Factor

Weight

Description

Price

35%

Include all fees and all issues that might impact fees such as, but not limited to, one-time installation charges and/or how long you guarantee your rates.

Experience of others

33%

Includes those customers you identify as well as those we identify. Could also include any previous experience we have had with your company.

Support

32%

Includes how quickly you fix problems as well as how easy it is to contact you.

Proposer Guidelines

All questions and proposals must be directed to the person listed at the bottom of this RFP.

Please be aware that, if your proposal is chosen, it will not begin until July 2012 and will remain in force through June 2013. You must be able to guarantee your rates far in advance of this proposal. The La Porte County Public Library assumes that this RFP process will have to occur each year during the months of October, November, or December in order to satisfy the requirements of the Schools and Libraries Division of the Universal Service Fund.

Proposals do not have to be long and ponderous but they do need to cover the points listed in this RFP. Please remember to explain any acronyms so that we clearly understand the services you are offering. Please identify the name and telephone number of a person in your organization that we can contact should we need clarification.

Please direct your questions to:

Cynthia Lane

(219) 362-6156 ext 322

clane@lapcat.org

Please send your proposals to: La Porte County Public Library

Attention: Cynthia Lane

904 Indiana Avenue

La Porte, IN 46350