



The Library Network

Libraries Working Together

41365 Vincent Court, Novi, MI 48375
Phone: (248) 536-3100 Fax: (248) 536-3097

Request for Proposal [RFP]

Email Hosting Service

January 23, 2012

RFP Description	Email Hosting Service
Proposal Due Date	February 24, 2012 by 5pm Eastern
Contact Person	Angie Michelini Network Services Manager Voice: 248.536.3100 x144 Email: AMichelini@tln.lib.mi.us
RFP Proposal is also available in PDF format on TLN website	www.tln.lib.mi.us/rfp

Need/Description of Service

The Library Network (TLN) seeks proposals from qualified vendors who will provide Email hosting services for the TLN library cooperative and its participating libraries for the new three year contract period of October 1, 2012 through September 30, 2015.

TLN is a public library cooperative serving 65 libraries in southeast Michigan. Our mission is to provide and facilitate quality services developed through collaboration of our member libraries. We are funded by the State and by our member libraries.

Email Services

The Library Network currently contracts with Merit Network for email services. Currently, there are approximately 355 email accounts in use with approximately 30 email domains. Email is available through webmail, Outlook or Thunderbird. TLN staff are able to administer the email accounts for all email users including the email users with separate domains. TLN hosts 72 distribution lists on a Linux server using mailman.

Respondents should address the following features:

- Network Availability Assurance and built-in reliability
- Service Level agreement
- Administrative access to add/move/delete email accounts for all email domains
- Online capability to submit support requests through an online ticket system
- Storage size per user – unlimited preferred
- Documentation of email system (admin/user manuals)
- Calendar and shared calendar features
- Address book and shared address book features
- Ability to create folders
- Ability for email user to set preferences
- Ability to create rules or filters
- Ability to forward emails
- Ability to attach multiple documents
- Effective spam filtering – identify spam filter that will be provided
- Effective virus checking
- IMAP/POP3 capability
- Ability for email users to access email through webmail, Microsoft Outlook or Thunderbird clients.
- Ability to provide distribution lists with the following features:
 - TLN administration – ability to add, modify, duplicate and remove lists
 - Ability to approve list subscription requests
 - Ability to approve posting requests from non-list subscribers
 - Ability to designate distribution lists as public or private

Respondents should include the following information in RFP responses:

- Cost to migrate email from current vendor to new vendor
- Costs associated with hosting 355 email accounts
- Costs associated with adding new email accounts over 355 during the contract term.
- Costs to migrate existing distribution list subscribers to new list host.
- Costs associating with hosting 72 distribution lists.
- Costs associated with adding additional distribution lists over 72 during the contract term.
- Location of email host server
- Details on whether email host server would be dedicated to TLN or shared with other entities. If shared, how many other entities?
- Identify software engine used for back and front end of the mail server
- Include specific line item charges: consulting, management service fees, installation, required equipment, optional equipment as recommended, other one-time charges and on-going monthly service charges as well as any other associated costs as necessary.
- Respondent has ability to bill all email domains to TLN. One invoice would be provided on a quarterly basis. Identify any billing fees, if applicable.

Warranty/Maintenance

Responses should provide information about needed equipment, warranty and costs for maintenance contracts, if any.

Submission Rules and Procedures

Issuing Agency. The Library Network (TLN) issues this Request for Proposal (RFP). TLN is the sole point of contact with regard to all procurement and contractual matters relating to the services described within this RFP.

References. Respondents are required to submit a list of no less than three references, including contact information, of like organizations currently using its services.

Proposal Modifications. TLN reserves the right to contact a respondent for clarification of information submitted and/or to negotiate modifications of proposed specifications and prescribed terms and requirements during the selection process. TLN is the only agency authorized to change or clarify the specifications and conditions of the RFP.

Non-Discrimination Clause. The accepted respondent agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status or handicap.

Timetable	Date
RFP Issued	01/23/2012
Proposal Due	02/24/2012
Finalists Selection by TLN	03/09/2012
Finalists Presentations	Week of March 12, 2012
Final Selection	04/13/2012

Forward RFP Responses to:

Angie Michelini
Network Services Manager
The Library Network
41365 Vincenti Court
Novi, MI 48375 and Email: amichelini@tln.lib.mi.us

1 paper submission and 1 e-submission of the RFP bid response are required.

Forward Questions to: amichelini@tln.lib.mi.us, (248) 536.3100 x144

Proposals received after 5:00pm EDT, February 24, 2012 cannot be considered.