DES PLAINES PUBLIC LIBRARY
ACKNOWLEDGEMENT OF ADDENDUM
IT SERVICES ADDENDUM 1

FOR BID PACKAGE REQUEST FOR THREE YEAR ON-SITE COMPREHENSIVE IT
SERVICES FOR THE DES PALINES PUBLIC LIBRARY, NO. 09-2016

THE IT BID ADDENDUM 1 IS ISSUED BY THE DES PLAINES PUBLIC LIBRARY
THROUGH THE LIBRARY'S WEBSITE. THE ADDENDUM SHALL BE MADE A PART OF
THE BID DOCUMENTS AND SPECIFICATIONS FOR THE IT SERVICES BID
SPECIFICATIONS 2017 – 2019. BIDDERS SHALL ACKNOWLEGE RECEIPT OF THIS
ADDENDUM BY SIGNING AND SUBMITTING THIS ADDENDUM ACKNOWLEDMENT
FORM. FAILURE TO ACKNOLEDGE RECEIPT OF AN ADDENDUM MAY BE CAUSE
FOR REJECTION OF THE BID.

When submitting all bid proposals, this Addendum Acknowledgment Form must be
included in the Bid submittal.

This Addendum No. 1 consists of 7 pages and has the following information:

These questions were received by telephone.

1.   Question: When are the proposals due?
        Answer: Monday, October 10, 2016.

2.   Question: Is the library's current IT provider bidding?
        Answer: Yes.

3.   Question: Is the library happy with their services?
        Answer: Yes.

4.   Question: Is the library looking to switch providers?
        Answer: No.

These questions were received by email.

QUESTIONS REGARDING INFRASTRUCTURE

1. Question: Does the Library have an established hardware replacement / upgrade program for information technology equipment by category? If so, what is the suggested replacement frequency?
   Answer: Yes – 5 years servers | 4 years workstations | 6-7 years, printers, switches, wireless, firewall | 10 years phone system, UPS system

2. Question: Does the Library have active hardware maintenance agreements on all critical hardware?
   Answer: Yes

3. Question: Please identify the functions provided by the 5 inter-connected sub-networks.
   Answer: Staff | Patron | VOIP | Patron Wi-Fi | Management

4. Question: Please identify the manufacturer and model of the 10 switches.
   Answer: Cisco Catalyst WS-C3850 & WS-C3650

5. Question: Please identify the manufacturer and model of the 16 wireless access points. Is there a wireless controller onsite, or are the access points cloud-controlled?
   Answer: Meraki MR34 – Cloud

6. Question: Please identify the manufacturer, model, operating system and major application or server role for the 4 physical servers.
   Answer: 3 - HP Proliant DL380s (Gen 8 & 9) Gen 8 – Hyper-V Hosts, Gen 9 BDR (all Server 2012 R2), Shoretel VOIP server.

7. Question: Please identify the manufacturer, model and operating system of the 2 virtual server hosts
   Answer: See above

8. Question: Please identify the major application or server role of the 19 virtual guest servers.
   Answer: A mix of staff servers (DC, Exchange, FS, IIS, Application and utility servers) and Patron servers (DC, PCounter, PCres, library catalog, information display server, Active Directory). There are two domains, one each for the Staff and Patron environments.

9. Question: Please identify the manufacturer and model of the disaster recovery appliance.
   Answer: See #6. Shadowprotect is the software used for backup

10. Question: Does the Library have a ticketing system to track reported issues and document resolution? If yes, what software product is used?
    Answer: Yes – Spiceworks

11. Question: What is the average number of trouble tickets logged in the ticketing system per week or per month?
    Answer: Month – approximately 150 submitted tickets through Spiceworks for the Staff. However, there are many ad-hoc requests, including phone calls and drop-in requests. A conservative estimate would put the ad-hoc requests at approximately 15 a day, so 450 in a 30-day month. Combining, to support staff it is approximately 600 items a month. Additionally, the Patron support staff can address 100 requests a day when considering the combined coverage of 16 hours for the Adult and Youth services locations.

12. Question: What are the top 2 problem sources identified in the ticketing system?
    Answer: The bulk of the tickets are requests for assistance for the Staff. Requests vary but range from assisting in making printer changes and toner replacement to assistance with Excel formatting. There are a number of additional items such as vendor management, staff meetings, budget development, AV setup-breakdown, monthly report generation, and patron related statistics generation (Wi-Fi utilization, PC Reservation statistics to name a few) and provide services to fulfill Library staff ideas of adding to and improving the patron experience.

Patron support encompasses everything from helping individuals set up a Gmail email account, to print from an application, to formatting a resume, to how to use the print management system to retrieve a print job.

13. Question: On a scale of 1 to 5, 1 being least satisfied, and 5 being most satisfied, please rate the PERFORMANCE of your information technology environment, i.e. response time. If your rating is below 3, please explain.
    Answer: 5

14. Question: On a scale of 1 to 5, 1 being least satisfied, and 5 being most satisfied, please rate the RELIABILITY of your information technology environment. If your rating is below 3, please explain.
    Answer: 5

15. Question: Please identify any planned major projects for the 3-year proposed contract term. Please confirm that major projects are excluded from the scope of services within this RFP.
    Answer: IT best practices (upgrading server operating systems, exchange migration(s), replacing computers/servers in accordance with the lifecycle, upgrading essential library software), implementing additional audio-visual buildout for sections of the Library, and providing material support to other department initiatives which have an IT component. Upgrading of Library staff's software related to supporting patrons, which is scheduled and managed by the consortium. It is a very dynamic environment in which initiatives and priorities can change rapidly. All "major projects" and all "minor projects" that support the vision of expanding services for the Library environment which are directed by the Library Director and Board of Trustees ARE included in the scope of the RFP and are to be fulfilled by the selected vendor.

    Additionally, in most cases, the expectation will be that projects will be completed outside of normal business hours. Saturday evening to Sunday late morning are the target maintenance windows for some projects. Historically, if previous is not a sufficient window, holidays have been utilized for implementation.

    The contract requires all labor for all projects, no matter if they are major or minor to be included in the contract price whether the projects are identified before or during the contract period.

These questions were received by email.

We were unclear about the "Regarding Projects" questions and responded with the following statement:

The projects listed in Exhibit B are examples of some of the projects that have been completed by our current vendor (OSG).
These projects are included in the fixed annual cost of the contract and not billed or charged to the library as a separate or additional cost.

QUESTIONS REGARDING PROJECTS

1. Question: What is the significance of the due dates listed for the following projects:
   a. #2 – Interactive Classroom Equipment
   b. #4 – Email
   Answer: Above projects are completed. These are examples of the type of projects that are included in the RFP as examples of the expectation of the selected firm. This was not an all-inclusive list.

2. Question: One of the activities expected from the selected firm, as listed on pg. 3 of the RFP, is to "assess and coordinate all IT functions and Library technology…"
   a. Is the Library open to scheduling additional projects that may be recommended as a result of the assessment?
   b. Is the Library open to accepting potential changes to due dates for #2 & #4 if a different priority is recommended?

3. Question: Regarding #1 – Does the Library currently have or plan to have a pay printing solution? If so, please identify.
   Answer: Yes – Pcounter.

4. Question: Regarding #2 – Interactive Classroom Equipment: the supplied inventory lists 1 instructor computer, 14 PC's and 1 MAC.
   a. Is the equipment count and PC/MAC proportion remaining the same?
      Answer: Until it may be decided to change.

   b. What type of network will the classroom use, i.e. wired or wireless?
      Answer: New Classroom is wireless.

c. What is the hardware configuration of the new PC's and MAC's for the classroom?
Answer: **Reflective of environment, depending on stage of lifecycle Dell (older) or HP.**

d. What Library network resources do the classroom computers require access to, i.e. Internet, printing, network storage, etc.?
Answer: **As defined by need of the particular class. Basically Internet, common applications such as Office.**

e. What software is to be loaded to the classroom computers?
Answer: **Microsoft Office, and any specialized which may be needed for a class based on coordination with trainer.**

f. Will classroom computers be controlled by the Library's PC Reservation system?
Answer: **No.**

5. Question: Regarding #4 – Email:
Answer: **As this is completed we will skip the questions below. However, the selected vendor can assume an implementation of Exchange 2016 during the contract period.**
   a. How many active email accounts will be migrated?
   b. Please identify all email system components to be migrated.
      i. All email messages for each user?
      ii. Any distribution lists?
      iii. Any shared resources? If yes, please identify.
      iv. Any scheduling/calendar entries (if available on current software)?

I hereby acknowledge receipt of documents pertaining to the above-referenced Bid.

COMPANY NAME: _____

CONTACT PERSON: _____

ADDRESS: _____

CITY: _____STATE:_____ZIP:_____

PHONE: _____

FAX: _____

EMAIL: _____

_____

(Signature) _____(Date)