

The Des Plaines Public Library is requesting proposals from qualified IT service firms (hereinafter “Firm”) for IT services for a period of three years beginning January 1, 2014 and ending on December 31, 2016.

**GENERAL REQUIREMENTS**

* Bidder’s Financial Strength.
* Corporations shall provide the year and state of incorporation.
* Partnerships shall provide the names of the partners, and the length of its existence.
* State if the Bidder is presently negotiating a sale, acquisition or merger that would alter the Bidder’s existing structure.
* Any other information that demonstrates the Bidder’s experience, ability and capacity to produce the required outcomes requested in this RFP.

**Client References for Similar Work Performed**

Bidder shall submit a listing of at least three library customers similar in size and scope to the RFP. Information provided for each client reference must include the following:

* Client’s name.
* Brief explanation of what the contract covered.
* Time period of the project or contract.
* Size of the reference.
* Number of employees.
* Contact person.
* Title.
* Address.
* Phone number.
* E-mail address.

Failure to provide the above information may result in the Bidder being disqualified and its proposal not considered. The Des Plaines Public Library reserves the right to contact any and all references to obtain, without limitation, information regardless of the Bidder’s performance on the listed jobs, and ratings for the following performance indicators:

* How would you rate the Firm’s efforts in providing services similar to those requested in this RFP?
* How satisfied were you with the service provided by this Firm?
* How would you rate the Firm’s response to problems?

**Des Plaines Public Library IT Support**

TheDes Plaines Public Library (DPPL)Information Systems environment supports a diverse set of technologies which provide the computing infrastructure to facilitate the services which the Library provides to the community. DPPL operates on an onsite support model provided through an IT outsourcing company, and prides itself on providing in person technical support services to both patrons and staff. DPPL requests that all responses to the RFP provide for the same number or greater of onsite hours as outlined. In the best interest of the Library and the public, DPPL is currently evaluating vendors to fulfill the contract requirements starting January 1st of 2014 and for a period of 3 years thereafter. The vendor which will be awarded the contract will have a proven track record of supporting Library institutions and will include verifiable references. In addition, the chosen vendor will need to demonstrate an ability to provide onsite support personnel seven days per week by staff that are directly employed by the vendor for the technologies outlined below:

* 5 inter-connected sub-networks with secure interconnectivity including 10 switches and 3 routers
* 3 redundant Internet connections including 8 interfaces in a single Juniper firewall hardware appliance
* 210-seat PC environment (both staff and patron)
* 75 handset ShoreTel VoIP system (Adds/Moves/Changes/Maintenance/Troubleshooting)
* 17 Android cellular phones
* 4 Macintosh computers (both staff graphic artists and patron use)
* 6 Pre-literacy workstations
* Various Android devices present in different departments
* 5 3M self-check kiosks allowing fine and fee payments with credit card
* 10 physical servers
* 3 virtual server hosts which support 10 virtual servers
* 45 network attached printers/copiers
* 22 thermal receipt printers
* 30 barcode scanners
* RFID Library distribution system
* RFID infrastructure, including PLC sorter maintenance.
* 18 thin clients providing connectivity to OPAC catalog system
* Library security DVR system
* 9 centrally controlled network electronic display systems
* 16 wireless access points distributed between two logical networks providing the patrons and staff access to the network backbone
* Disk based backup and disaster recovery appliance
* Multi-media support, including various audio-video equipment environments
* Patch management including software and firmware maintenance
* Anti-virus, spam, and spyware
* Various software packages supported:
  + - Library ILS – Bibliocommons and SirsiDynix Symphony
    - Desktop Authority – for desktop and user environment management
    - WINSelect – securing patron computer environments
    - Deep Freeze – restoring patron computers to original configuration after use
    - Websense Enterprise – Web filtering and reporting
    - PC Reservation - Reservation system for Patron computer use
    - Evanced Calendaring – Calendaring software which allows patrons to reserve/request room reservations.
    - PCounter – Pay for Print for patron use
    - Printer On – wireless printing for patron use
    - EZProxy – proxy for transparent database authentication
    - Public Web Browser – configuration tool for locking down browser sessions
    - 3M CIMS – central information management system
    - Microsoft Office 2013 Professional
    - Adobe Creative Suite and Adobe Elements
    - Trend Micro OfficeScan
    - Cloud-based spam/virus filtering services
    - Various accessibility software packages
* Printing / copier services
* Wireless printing and networking

In order to manage and maintain this diverse environment, as well as provide seven day per week direct onsite technology support for patrons and Library staff, the chosen vendor will need to work in partnership with the Library. The vendor of choice will be able to fulfill the following requirements at a fixed cost.

* Unlimited onsite support for patrons, including break/fix/maintenance of the aforementioned technology systems
* Weekly IT meetings with the Library Director whereby the vendor communicates the status of all current projects as well as planning for changes/upgrades to the technologies provided to the patrons and staff
* Project lists, reports and statistics for the Library administration and Board of Trustees including but not limited to: Weekly internal project lists. Monthly and annual wireless Internet usage reports, monthly and annual PC reservation statistics, early literacy AWE monthly statistics, TBS Simple Scan monthly statistics, monthly printer and copier counts
* Vendor relationship management including vendor quote generation and bid collection
* Computer/A/V equipment support for all Library-hosted or sponsored special events such as fundraising, community meetings, etc.
* Set up/tear down of multi-media/network requirements for all public meeting room functions
* After-hours projects on weekends and holidays, including domain migrations, OS upgrades, network software upgrades/installations
* Technology design, architect, planning, and implementation services
* Monthly meetings with management across all Library departments providing the tactical guidance and leadership to implement strategic technological goals including development of an official technology plan
* Responsibility for the planning, implementation, and management of technology systems which forward the Library's goals and vision
* Maintain detailed documentation about the hardware/software resources provided at the Library
* Establish and maintain lifecycle policies for hardware/software investments as well as other IT best practices that lead to predictable operating costs and best in-class system performance and up-time
* Utilize best-in-class methods when purchasing hardware and software to minimize cost of ownership
* Ongoing cost reduction by leveraging the vendor’s experience across different industries independent of the Library
* Directly employ (i.e. vendor employees, not contract workers) a pool of advanced, certified IT personnel from which to draw expertise for more advanced technological implementations
* Develop and maintain documented standards and processes to manage and monitor the day-to-day IT support for both patron and staff
* Implement the Library's technologies to their greatest benefit in order to maximize the return on investment as well as positively impact staff and patron productivity
* Provide responsive support to a range of technological challenges on a 24/7/365 basis

# Skill set requirements

The chosen vendor will be a Microsoft Gold Certified Partner as well as the reseller of other various products that the Library supports. The vendor will need to provide support for the minimum number of hours identified below during Library hours.

* + - 8:30am to 9:15pm Monday through Friday
    - 8:30am to 5:15pm Saturday
    - 12:30pm to 5:15pm Sunday

Descriptions of the required personnel are detailed in the following points:

* **CIO: (onsite 8 hours per week minimum)**
  + Minimum 15 years’ experience managing and supporting 200+ seat environments
  + Minimum 8 years’ experience in supporting library environments
  + Proven track record of success, with verifiable references, in fulfilling an “outsourced” IT support model for large enterprise customers
  + Ability to meet with Library Director and Assistant Director on a weekly basis to update status of IT projects and initiatives, as well as attend board meetings as warranted
  + Ability to attend and present at DPPL Board of Trustees meeting as necessary
* **Network Administrators: (onsite 56 hours per week minimum)**
  + Minimum 3 years’ experience supporting a similar size library environment
  + Strong and verifiable troubleshooting experience in areas related to technologies previously identified
  + Project management experience
  + Procurement and vendor management experience
  + Script and report writing skills
  + Excellent customer service skills
  + Strong verbal and written communication skills
* **Staff Support Technicians: (onsite 72.75 hours per week minimum)**
  + Minimum 1 year experience supporting a similar size library environment
  + Strong and verifiable troubleshooting skills in areas related to technologies identified previously
  + Create and maintain documentation specific to the DPPL environment
  + Perform Windows updates and application/runtime updates
  + Provide onsite support for all staff members with prompt response time and follow up
  + Complete daily/weekly/monthly maintenance, monitoring and documentation tasks
  + Maintain and utilize the Help Desk ticketing system and update tickets in real time
  + Maintain/order inventory for all consumables
  + Provide support to Library patrons when patron support employees are not available
  + Strong customer service and communication skills
  + Network cabling termination skills
* **Patron Support Technicians: (101 hours per week minimum)**
  + Entry level position requiring between 0 and 1 year experience; library experience strongly desired
  + Multiple personnel required each day to cover different floors of the Library based on Library hours detailed above
  + Troubleshooting skills in areas related to technologies identified previously
  + Strong customer service and communication skills
  + Strong Internet and end-user software skill set
  + Computer troubleshooting skills
  + Network cabling termination skills

In addition to the requirements above, the Library will retain the right to directly hire any vendor employee without cost who works at the Library to fulfill the chosen vendor’s contract should the Library decide to abandon the outsourcing model either during or after the current contract term. The contract will include specific provisions whereby the Library can cancel said contract with 30 days notice to the vendor with or without cause.

The Des Plaines Public Library welcomes proposals outlining the vendor’s experiences in these areas with a fixed annual price for providing all required services.

**PROPOSAL**:

The written proposal should include, but not be limited to, the following:

* Discussion on scope of work outlined above
* A detailed transition plan
* Resumes for vendor personnel that will be used to fulfill the contract requirements
* Three (3) references (preferably similar in size and type of library)
* Annual fees for the periods:
  + January 1, 2014 – December 31, 2014
  + January 1, 2015 – December 31, 2015
  + January 1, 2016 – December 31, 2016

The Board reserves the right to reject any and all proposals.

Three copies of the proposal must be submitted by 10:00 a.m., Wednesday, October 23rd, 2013 to Holly Richards Sorensen, Library Director, second floor Administrative offices, at which time they will be publicly opened and read in the Conference Room.

Any questions regarding this request for proposal should be directed to Roberta S. Johnson at 847-376-2816, rjohnson@dppl.org.