



1501 Ellinwood St. Des Plaines, IL 60016 www.dppl.org

THREE YEAR ON-SITE COMPREHENSIVE IT SERVICES FOR THE DES PLAINES PUBLIC LIBRARY, No. 09-2016

The Des Plaines Public Library (DPPL) is requesting proposals from qualified IT service companies (hereinafter "Vendor") for IT services for a period of three years beginning January 1, 2017 and ending on December 31, 2019. DPPL operates on an on-site support model provided through an IT outsourcing company. DPPL has 100 staff and an 82,000 sq. ft. building with over 500,000 visits annually.

The chosen Vendor must provide a minimum of approximately 250 hours of in-house support weekly at various levels of experience and expertise. The Vendor will manage all internal broadband connectivity, software licensing and upgrades including staff training, hardware upkeep and regular replacement, virtual servers and cloud management, Vendor relations for existing and new contracts, and all special projects at a fixed monthly fee. The chosen Vendor will be a Microsoft Gold Certified Partner as well as the reseller of other various products that DPPL supports.

GENERAL REQUIREMENTS

- Describe Vendor'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 Vendor is presently negotiating a sale, acquisition or merger that would alter the Vendor's existing structure.
- Any other information that demonstrates the Vendor's experience, ability and capacity to produce the required outcomes requested in this RFP.
- Vendor should have experience consulting on E-Rate compliance and should be E-Rate certified. Please provide SPIN.

CLIENT REFERENCES

Vendor shall submit a list of at least three clients similar in size and scope to DPPL. Information provided for each client reference must include the following:

- Client's name.
- Brief explanation of what the project or contract covered.
- Date of the project or contract.
- Number of employees.

- Contact person.
- Title.
- Address.
- Phone number.

Failure to provide the above information may result in the Vendor being disqualified and its proposal not considered.

DES PLAINES PUBLIC LIBRARY IT SUPPORT

The DPPL Information Systems environment supports a diverse set of technologies which provide the computing infrastructure to facilitate the services which DPPL provides to the community. These technologies are described in Exhibit A.

DPPL operates on an **on-site** support model provided through an IT outsourcing company, and provides in person technical support services to both patrons and staff. DPPL requires that all responses to the RFP provide for the same number or greater of on-site hours as outlined. The chosen Vendor will have a proven track record of supporting libraries. In addition, the chosen Vendor will need to demonstrate an ability to provide on-site support personnel seven days per week by staff that are directly employed by the Vendor.

In order to manage and maintain this diverse environment, the chosen Vendor will need to work in partnership with DPPL and fulfill the following requirements at a **fixed** cost.

- All additional labor to complete special projects must be included in the contract price. Please refer to Exhibit B for special projects that were completed in the last 18 months.
- On-site support for patrons and staff, including break/fix/maintenance of technology systems described in Exhibit A.
- Weekly meetings with the DPPL Director wherein the Vendor communicates the status of all current projects and also plans for changes/upgrades to the technologies provided to the patrons and staff.
- Monthly meetings with management across all DPPL departments providing the tactical guidance and leadership to implement strategic technological goals.
- Project lists, reports and statistics for the DPPL administration and Board of Trustees as required.
- Vendor relationship management including vendor quote generation and collection, utilizing best-in-class methods to minimize costs.
- Computer and A/V equipment support for all DPPL-hosted and public meeting room functions.
- Support of projects on weekends and holidays.

- Provide technology design, architecture, planning, management and implementation of technology services which forward DPPL's goals and vision.
- Maintain detailed and current documentation about the hardware and software resources provided at DPPL.
- Establish and maintain lifecycle policies for hardware and software, as well as other best practices that lead to predictable operating costs and best in-class system performance and up-time.
- 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 standards and processes to manage and monitor the day-to-day IT support for both patrons and staff.
- Provide 24/7/365 security information and event management services (SIEM) for patron domain controller, staff domain controller and firewall, and provide responsive support to a range of technological challenges on the same basis.

PERSONNEL SKILL SET REQUIREMENTS

The Vendor will need to provide support for the minimum number of hours identified below.

- 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 as follows.

- **CIO: (on-site 8 hours per week minimum)**
 - Minimum 15 years' experience managing and supporting 200+ seat environments
 - Minimum 10 years' experience in supporting library environments
 - Proven track record of success in fulfilling an on-site "outsourced" IT support model
 - Ability to meet with DPPL Director and Assistant Director on a weekly basis to update both as to the status of IT projects and initiatives, as well as attend monthly board meetings as required
- **Network Administrators: (on-site 56 hours per week minimum)**
 - Minimum 3 years' experience supporting a similar size library environment

- Strong and verifiable technology troubleshooting experience
 - Project management experience
 - Procurement and vendor management experience
 - Script and report writing skills
 - Excellent customer service skills
 - Strong verbal and written communication skills
- **On-site Staff Support Technicians: (on-site 72.75 hours per week minimum)**
 - Minimum 1 year experience supporting a similar size library environment
 - Strong and verifiable technology troubleshooting experience
 - Ability to create and maintain documentation specific to the DPPL environment
 - Ability to perform Windows and application updates
 - Ability to provide on-site support for all staff and patrons with prompt response time and follow up
 - Experience with ticketing system and ability to update tickets in real time
 - Experience with ordering and maintaining inventory for consumables
 - Strong customer service and communication skills
 - Network cabling termination skills
- **On-site Patron Support Technicians: (113.5 hours per week minimum)**
 - Entry level position requiring between 0 and 1 year experience; library experience strongly desired
 - 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 contract will include specific provisions whereby DPPL or Vendor can cancel said contract with 60 days written notice with or without cause.

DPPL welcomes proposals outlining the Vendor's experience in these areas with a **fixed** annual price for providing all required services.

PROPOSAL REQUIREMENTS

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 client references (preferably similar in size to the Library)
- Annual fees for the periods:
 - January 1, 2017 – December 31, 2017
 - January 1, 2018 – December 31, 2018
 - January 1, 2019 – December 31, 2019

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

Three copies of the proposal must be submitted by 10:00 a.m., Monday, October 10th, 2016 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:
Holly Richards Sorensen at 847-376-2801, hsorensen@dppl.org.

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EXHIBIT A – CURRENT DPPL TECHNOLOGIES

- Lyngsoe automated materials handler and accompanying RFID collection inventory system
- 5 inter-connected sub-networks with secure interconnectivity including 10 switches
- 2 redundant Internet connections including 7 interfaces in a single Juniper firewall hardware appliance
- 210-seat PC environment (both staff and patrons)
- 75 handset ShoreTel VoIP system
- 17 Android cellular phones, multiple other Android devices
- 4 Macintosh computers (both staff graphic artists and patron use), multiple IOS devices
- 5 3M self-check kiosks
- 4 physical servers
- 2 virtual server hosts which support 19 virtual servers
- 45 networked printers and copiers
- 22 thermal receipt printers
- 30+ barcode scanners
- 18+ OPAC thin clients
- Library security DVR system with 40+ cameras
- 9 centrally controlled 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 for 3 large meeting rooms, 4 instructional spaces and 6 group study rooms
- Multiple software packages, including:
 - Sirsi Dynix library ILS
 - Desktop Authority, DeepFreeze, PCounter, PrinterOn and PC Reservation
 - Websense, WebRoot, and Public WebBrowser
 - EZ Proxy
 - Adobe Creative Suite
 - MS Office 13 Professional
 - Spiceworks
 - Anti-virus, spam and spyware
 - Evanced and/or Communico
 - Stackmap

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EXHIBIT B – SPECIAL PROJECTS COMPLETED BETWEEN JANUARY 2015 AND JULY 2016

- Wireless installation/maintenance/replacement
- Two-Factor Authentication deployment
- Assist with all aspects of library renovation including multiple workstation moves
- Manage copier lease & maintenance agreements, deploy new copiers
- DVR System replacement
- Replace Information Display System
- Work with library director on annual budget
- Upgrade 3M Self check systems and security gates
- Manage and implement multiple software upgrades and migrations
- Replacement of Staff and Patron Workstations based on Lifecycle policy
- UPS System replacement
- Coin towers and print station installation
- Quarterly Disaster Recovery Testing with write up
- New Operating System image development and deployment
- Firewall Replacement
- Process all technology purchase requests for all departments
- Implement Hotspot devices
- ShopKeep cash register deployment
- Implement new copiers as required
- Network device firmware upgrades
- Implement Public Services SimpleScan, workstations, tablets, laptops and other devices
- Coordinate preventative maintenance for RFID system and automated materials handler
- Implement Youth Services iPads for Early Literacy
- Manage connectivity with CCS
- Implementation of phishing and security awareness testing and training for all staff
- Upgrade OPACs
- Procure new POTS lines and work with WGN to complete the setup for WGN Radio Live from the Taste of Des Plaines
- Procure and implement new cell phones for all applicable staff
- Minecraft server implementation for Youth Services
- Implement HDTVs for Adult Services