

## **THREE YEAR ON-SITE COMPREHENSIVE IT SERVICES FOR THE DES PLAINES PUBLIC LIBRARY, No. 10-2020**

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 July 1, 2021 and ending on June 30, 2024. 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 400,000 visits annually.

The chosen Vendor must provide a minimum of approximately 250 hours weekly of on-site patron and staff support 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, outside vendor relations and negotiations 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. The DPPL Board reserves the right to reject any and all proposals.

## **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.
- Bi-monthly 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, detailed cost estimates, and implementation of technology services which support DPPL's strategic plan.

- Maintain detailed and current documentation, including warranty coverage, on the hardware and software resources provided at DPPL.
- Maintain calendar of all IT-related contract expiration/renewal dates and notify administration at least 60 days prior.
- 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.
- Support discovery of qualified vendors and consultants for web services development.

## **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 6 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 bi-monthly 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 67 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 62 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: (120 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 contract cost for the periods:
  - July 1, 2021 – June 30, 2022
  - July 1, 2022 – June 30, 2023
  - July 1, 2023 – June 30, 2024

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 19<sup>th</sup>, 2020 to Jo Bonell, 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 Johnson at 847-376-2816, [rjohnson@dppl.org](mailto:rjohnson@dppl.org).

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**EXHIBIT A – CURRENT DPPL TECHNOLOGIES**

- Lyngsoe automated materials handler with 9 bins, 1 staff induction station, and 2 external material returns
- 7 inter-connected sub-networks with secure interconnectivity including 12 switches
- 1 Internet connection including 8 interfaces in a single Juniper firewall hardware appliance
- 210-seat PC environment (both staff and patrons)
- 83 handset ShoreTel VoIP system (adds/moves/maintenance/troubleshooting)
- 14 Android smartphones, 3 basic cell phones
- Various other Android and Nook devices in multiple library departments
- 6 Macintosh computers (both staff graphic artists and patron use), multiple IOS devices
- 6 Bibliotheca self-check kiosks, 3 security/RFID gates, and multiple RFID check-in stations.
- 1 physical server for backups and disaster recovery; disc and cloud-based backup and disaster recovery software
- 2 virtual server hosts which support 17 virtual servers
- 3 Windows domains for staff PCs, patron PCs, and patron wireless network
- 43 staff and patron networked printers and copiers
- 23 thermal receipt printers
- 30 barcode scanners
- 14 kiosk OPAC thin clients
- Library security DVR system with 29 analog and 20 IP cameras
- Implement patron film to digital conversion workstation
- Microfilm reader maintenance
- 9 centrally controlled electronic display systems
- 17 wireless access points distributed between 3 logical networks providing patrons and staff access to the network backbone
- Employee security awareness testing and training platform (KnowBe4)
- Multi-media and videoconferencing support for 3 large meeting rooms, 4 instructional spaces, 6 group study rooms, and the Board conference room
- 2 UPS systems
- Multiple software packages, including:
  - Polaris Integrated Library System
  - Desktop Authority, DeepFreeze
  - WebTitan (web filtering)
  - MyPC, PrinterOn, and Papercut (printing systems)
  - Websense, WebRoot, and Public Web Browser
  - EZ Proxy (public database access)
  - Adobe Creative Suite and other Adobe licenses

- MS Office 2016 and 2019 Professional
- Spiceworks (IT ticketing system)
- 3M CIMS (self-check and gate security system)
- Communico (meeting room management, broadcast, and calendar system)
- Jotform (incident reporting)
- Beanstack (reading clubs)
- Stackmap (material finding system)
- Anti-virus, spam, and spyware software

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**EXHIBIT B – SPECIAL PROJECTS COMPLETED BETWEEN JANUARY 2019 AND OCTOBER 2020**

- Wireless installation/maintenance/replacement of faulty WAPs
- Cutover from coax cable to fiber internet connection
- Change DPPL public IP addresses; reconfigure firewall policies
- Two-factor authentication deployment
- Manage copier/printer lease and maintenance agreements
- Troubleshoot and replace public address system amplifiers
- Migrate to new Polaris integrated library system (ILS)
- Provide detailed and extensive IT cost estimates to library director and administrative team in annual budget process
- Upgrade 3M Self check systems and security gates
- Install new cameras and licenses for NVR system, update firmware for system
- Coordinate installation of multiple smart monitors in public study rooms and sound systems in meeting rooms
- Replace 71 staff and patron workstations according to lifecycle policy
- Implement and train staff on multiple remote work technologies (MS Teams, Sharepoint, Zoom, etc.)
- Implement new statistic collection software for four departments
- Research, test, and implement new web filtering system with continued support
- Implement new Windows Deployment server and new two-factor authentication for server access
- Complete firmware updates of all servers
- Migrate all staff email accounts to Office 365; implement SPF record for library's email
- Quarterly Disaster Recovery Testing with write up; installation of new Hyper-V host, migrate all virtual machines to new hardware, Hyper-V failover testing
- New operating system image development and deployment
- Respond to major building water leak to minimize damage and replace affected equipment
- Coordinate installation and removal of Early Voting equipment twice yearly
- Process all technology purchase requests for all departments
- Implement new Hotspot, voice-activated, and other devices
- Migrate PC reservation and print systems to new software
- Install new copiers and printers as required
- Research and replace smartphones for administration and security staff, including contract negotiation and implementation
- Implement new SimpleScan stations, workstations, tablets, laptops and other devices

- Coordinate preventative maintenance for RFID system and automated materials handler
- Manage connectivity and relations with library consortium (CCS), including offline support during onboarding new libraries to the consortium and regular system IT meeting attendance
- Implement quarterly phishing and security awareness testing and training for all staff
- Coordinate LED lighting automation for entire building
- Relocate multiple staff workstations, phones, etc. to new locations in the building during department renovations and COVID-19 return to work phases
- Upgrade OPACs
- Surplus and recycle retired IT hardware