THREE YEAR ON-SITE COMPREHENSIVE IT SERVICES FOR THE DES PLAINES PUBLIC LIBRARY

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, 2024 and ending on June 30, 2027, with two additional one-year voluntary extensions- up to a total of five years; ending on June 30, 2029. DPPL operates using 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 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. The chosen Vendor will be a Microsoft Solutions Partner for Modern Work as well as the reseller of other various products that DPPL supports. The chosen vendor will also be E-Rate certified and have experience consulting on E-Rate compliance.

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 must be E-Rate certified. Please provide SPIN.
- Client references below should include at least one client with an E-Rate Funding approval for ICM services. Additional E-Rate approved client FRN's may be subsequently requested.

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 contract covered
  (Associated approved and disbursed E-Rate FRN(s) should be included)
- 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.

SPECIFIC REQUIREMENTS

PART I   E-RATE

Organizations that wish to submit a proposal must review FCC Form 470 # 240015674, which outlines the specific requirements for submission of a valid proposal related to E-Rate-eligible services.

Vendors submitting a proposal must bid on all components of the RFP request. This includes both E-Rate-eligible services, and ineligible services. A proposal that does not contain responses to ALL requirements and services outlined in this RFP, with E-Rate-eligible costs separately identified from non- E-Rate-eligible costs, may be scored lower, or disqualified.

The Des Plaines Public Library may elect to open a one-time-window for an on-site walkthrough, on February 13, 2024, or February 14, 2024, from 1:00 pm – 3:00 pm. To schedule a walkthrough, prospective vendors must EMAIL the TECH CONTACT listed under the section Submittal of the Proposal, providing no less than 48 hours prior notice. Prospective vendors must provide complete RFP GENERAL REQUIREMENTS and CLIENT REFERENCES data prior to scheduling a walkthrough.

PART II   PERSONNEL SKILL SET REQUIREMENTS

The Vendor will need to provide on-site 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 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

- o Experience with ordering and maintaining inventory for consumables
- o Strong customer service and communication skills
- o Network cabling termination skills

- **On-site Patron Support Technicians: (120 hours per week minimum)**
  - o Entry level position requiring between 0 and 1 year experience; library experience strongly desired
  - o Strong customer service and communication skills
  - o Strong Internet and end-user software skill set
  - o Computer troubleshooting skills

- **Videography (2-5 hours per month)**
  - o Availability to video Board of Trustee monthly meetings

PART III   OTHER SERVICE REQUIREMENTS

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 seven days a week. Requirements to manage and maintain this environment are:

- On-site support for Staff including break/fix/maintenance of DPPL technology systems.
- On-site support for assisting Patrons in using DPPL owned computers and printers.
  - o Assist Patrons from the Adult PC Help Desk for all 72 hours the library is open each week and at the YS Youth PC Help Desk for 42 hours each week.
- Monthly meetings with the DPPL Director, communicating 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 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 Staff Domain and Patron Domain networks, switches, 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.
- Assess IT security needs, and recommend products and procedures to Director, including all things necessary to comply with requirements of Cybersecurity Insurance, and requirements to comply with all federal, state, and local regulations.
- Develop annual Disaster Recovery and Business Continuity Plan.
- Develop annual Incident Response Plans.
- Be familiar with market trends in technology and best practices, and routinely advise the Director.
- The current technologies managed and maintained are contained in Exhibit A, attached.

The DPPL Information environment also involves a number of unique technology projects which must be provided as part of the contract's yearly **fixed cost** (no extra charges for projects). A partial list of completed projects in the most recent 24 months are contained in Exhibit B, attached.

PART IV - Contract Provisions

- The vendor must agree to a specific contract provision allowing both the Library and itself to cancel the contract within 90 days after written notice with or without cause.
- The contract must contain pricing for a three-year period as follows:

> July 1, 2024 – June 30, 2025
> July 1, 2025 – June 30, 2026
> July 1, 2026 – June 30, 2027

> Voluntary extension #1 July 1, 2027 – June 30, 2028

> Voluntary extension #2 July 1, 2028 – June 30, 2029

SUBMITTAL OF THE PROPOSAL

To submit a response, EMAIL your organization's proposal to the TECH CONTACT listed below by the 28-day proposal deadline indicated in the FCC Form 470-.

Unless otherwise noted, initial proposal submission deadline is considered the 28-day proposal deadline in this 470- and initial vendor contact after the 28-day window will not be accepted unless otherwise noted. NO LATE proposals will be considered unless modifications to the Allowable Contract Date deadline are subsequently executed.

Any questions regarding this request for proposal should be directed to:
Technical Contact
Paul McLaurin
Consultant
866-828-2820
paulm@eratesupport.com

EXHIBIT A
CURRENTLY SUPORTED TECHNOLOGIES

- 9 Segmented virtual networks with securely routed network interconnectivity including 12 Cisco Catalyst switches
- 1 Comcast Gigabit Fiber Internet connection
- Palo Alto Networks Firewall hardware appliance including 10 active network interfaces
- Firewall packet inspection across all library managed devices
- Firewall URL filtering on all Internet connected devices
- 2 Physical HPE Hyper-V server hosts which support 14 virtual servers
- 1 Physical HPE server for backups and disaster recovery; Veeam onsite and offsite cloud-based backup and disaster recovery software
- 2 Windows domains for Staff PCs and Patron PCs
- 232-Seat PC environment (both staff and patrons PCs and Laptops)
- 6 Apple macOS computers (Staff graphic artists and Patron use), multiple iOS devices
- 100 Handset Comcast cloud phone system (changes/maintenance/troubleshooting)
- 14 POTS Phone Lines for essential equipment and services
- 10 Verizon Android smartphones and 14 Verizon hotspots
- Various other Tablet devices (iPad and Android) in multiple library departments
- Lyngsoe automated materials handler (AMH) with 9 bins, 1 staff induction station, and 2 external material returns
- 7 Envisionware self-check kiosks, 3 security/RFID gates, and 14 RFID reader pads.
- 38 Staff and Patron networked printers and copiers
- 23 Thermal receipt printers
- 30 Barcode scanners
- 21 Thin client display systems (IDSs) and Kiosk Catalogs (OPACs) using Porteus software
- Library security camera NVR system with 25 analog and 25 IP cameras
- Assist Patrons with patron film to digital conversion workstation
- Microfilm reader system maintenance
- 23 Cisco Meraki wireless access points distributed between 3 logical networks providing patrons and staff access to the Internet and network resources

- Employee security awareness testing and phishing training platform
- Multi-media and videoconferencing support for 3 large meeting rooms, 4 instructional spaces, 6 group study rooms, and the Board conference room
- 2 APC UPS battery systems for Server Room and Telecom Room
- Multiple software packages, including:
    - Windows 10 & Windows 11 Operating Systems
    - Microsoft Office 2019 and 2021 Professional
    - Windows Server 2019 and 2022
    - Microsoft 365 Platform (Exchange, SharePoint, Teams, OneDrive, PowerApps)
    - Polaris Integrated Library System
    - Deep Freeze for Patron PCs/Laptops
    - Patron Time & Print Suite: MyPC, ePrintIt, and Papercut
    - EZproxy (public database access)
    - Adobe Creative Cloud Suite and other Adobe licenses
    - IT Ticketing System
    - Envisionware Branch Manager (self-check and gate security system)
    - Communico (meeting room management, broadcast, and calendar system)
    - JotForm (incident reporting)
    - Cricut for Youth Services & Adult Services
    - Anti-virus/EDR software on all library computers
    - Proofpoint for Email spam & malware filter
    - Dropsuite for Cloud-based Email Backup
    - ThreatLocker for zero trust application blocking and approval
    - Perch SIEM Logging for network traffic and Microsoft 365

EXHIBIT B
PROJECTS COMPLETED 2022-2023

<u>2022</u>

- CISA Cyber-Hygiene Vulnerability Reports & Mitigation
- Email Filter Migration to Proofpoint
- Cisco Switches SmartNet Renewal
- Refresh Policy for User Data, Email, and Backup Retention
- Admin Monitor Lifecycle Replacement (24 monitors)
- Firewall Global Threat Hardening by Blocking Traffic From High-risk Countries
- New Backup Server (BDR) and new segmented BDR Network
- Backup Migration to Veeam B&R and New Offsite Backup Provider
- Cloud Backups for Microsoft 365: SharePoint, Exchange Online, OneDrive
- Adult Service 'Job Readiness' Laptops (6)
- 2nd Floor Youth Patron PCs Reopening
- Lyngsoe Sorter Emailed Receipts
- Microfilm PC and Software Issues and Reinstall
- EnvisionWare Self check and Gate Issues
- Internet Connection Contract & Provider Audit
- New Audiovisual Network on Firewall and Switches
- Duo MFA Implementation for Microsoft 365 (Email)
- Add Air Conditioning in 4th Floor Server Closet
- Primary Host Drive Failure and Replacement
- EZProxy Server Hardening
- Large Format Printer Lifecycle
- Migrate Public Calendars to Microsoft 365 Group Calendars
- EnvisionWare 3rd Floor Self Check - Hardware Failures
- Backup Server (Veeam) Host Motherboard Replacement
- Lyngsoe Sorter Maintenance and Meeting with Lyngsoe Rep
- Project to Facilitate Patron Telecommunications
- Reconfigure Forum Laptops (11) for the Forum
- Overhead Announcements & Paging System
- Scan to Email on Copiers
- Exchange SSL Cert Renewal
- Printer Replacement for A&C
- TBS Equipment Upgrade - Credit Card Modems and 3rd Floor ScanEZ (SimpleScan)
- Room B AV Lifecycle & Teleconference Upgrade
- Patron Incident Form & JotForm Revamp

- YS Patron iPads & iPad Table
- 14 OPAC Replacements
- TBS MyPC and PaperCut Upgrades & New Patron VMs (2 Servers): DC & TBS/MyPC
- Patron to Staff Network Segmentation Improvement
- Material Services Switchboard and Patron Accounts Desk Revamp
- Room B AV Microphone Troubleshooting & Replacements
- Room A A/V: Broken Audiovisual Part
- Program Room Setup Revamp - Check In, Check Out, Stored Equipment, Procedure, Documentation
- Complete Lifecycle Replacement for 2022
- Enable MFA on Shared Desk Accounts
- PC Lifecycle (50) for YS Patrons, BSS, YS, PA, MC, A&C.

2023

- Updated Password Policy for Length and Expiration
- Cisco Switches SmartNet Renewal
- KnowBe4 AD Syncing, Phishing Campaign, & Training for All Staff
- Microsoft Teams Implementation for Staff
- Office 2021 Deployment for all PCs
- Windows 10 22H2 Upgrade for all PCs
- Microsoft 365 Groups (Migration) & PA/MS/AC Groups
- TSYS/PCI Compliance & Cyberinsurance
- Wireless Access Point Lifecycle
- Library Staff Self-Check Training
- Quarterly Disaster & Recovery Testing for Q1 2023
- Staff Computer Group Policy Revamp (Remove Desktop Authority & Clean Up Groups) & Migrate Print Server
- Primary Host Drive Failure
- Printer Contract and Copier Fleet Refresh/Lifecycle
- Phone System Replacement Vendor Selection
- Security Camera Server License Renewal and Addition
- UPS Contract Consolidation and Battery Replacement for the two UPS on 1st and 4th Floors
- DPPL.org Webpage Patron Forms - Reconfigured Email Submissions
- New Staff Alerting Software (PRTG) Server & VM Decommissioning
- Patron PC Reopening (Removal of Covid Policies)
- Veeam Backup Software Upgrade
- YS Storytime Hybrid Program Audiovisual Revamp
- New Staff VM: Domain Controller

- Patron Improvement: New Credit Card Readers for 5 Coin Towers
- CCS Polaris Server Migration
- Printer & Copier Deployment: 8 New Copiers and 13 New Printers
- New PlayStation 5 for DPPL Teen Commons
- PaperCut Vulnerability Patched
- New EZproxy Server
- Virtualize HVAC PC, Enable Veeam Backups, and Upgrade to Windows 10
- Front Desk Cash Register Replacement
- Verizon & Cellular Phone/Hotspot Audit
- Monitors Lifecycle for 2023 (65)
- Security Camera System Hard Drive Failure and Replacement
- Creative Space IT Equipment Planning and FY24 Budgeting
- Forum Projector Part Replacement
- New Patron Windows Update Server (WSUS)
- Host Server Firmware Updates (3 hosts)
- FY23 PC Lifecycle Deployment (31 PCs)
- Create BSS Network (VLAN) for HVAC System and Camera
- Comcast Fax Line Migration (PBX to eMTA) for AS/Admin
- FY23 Printer Lifecycle Purchases (3 Total: 2 Color, 1 B&W) including New 2nd Floor Patron Printer (Reconfigure TBS/PaperCut)
- Overhead Scheduled Announcements Device Implementation
- ePay Implementation for the Catalog
- Wireless Security Change: Implement Radius for Staff (Instead of Wireless Passwords)
- Microsoft LAPS Implementation to Rotate Local Admin Passwords
- Rotate Public Desk Passwords & Improve Public Desk Security
- CCS Offline & Migration for Warren-Newport Migration
- Upgrade HVAC System Software and New HVAC VM
- File Server Storage Usage Audit
- FY23 Lifecycle Laptops (10 Windows 11 Laptops)
- FY23 MarCom Computer Lifecycle (2 iMacs, 1 PC)
- Comcast Phone System Implementation for 100 Phones
- Fiber Backbone between 1st & 4th Floor Server Rooms
- LIRA Water Detection System Additions
- ePay PCI Compliance
- Overhead Paging through Comcast Phones
- Security Initiative Implementation: SIEM Logging
- Communico SSL Cert Renewal (Changed to Free Communico-managed SSL Cert)
- Illinois Public Library Internet Survey

- EnvisionWare Selfcheck Issues and Replacement
- Lyngsoe Lobby Induction Station Issues and Replacement
- Staff Domain Controllers: Decommissioning and migrating primary Domain Controller
- Security Initiative Implementation: Application Allowlisting
- EZproxy SSL Cert Renewal
- Onboarding & Offboarding Revamp with SharePoint & PowerApps