REQUEST FOR PROPOSAL

for Managed Information Technology Services

Proposals Due: March 13, 2019, no later than 5:00 p.m. Central Standard Time

Introduction

The Palatine Public Library District is accepting proposals from qualified firms to provide managed information technology services beginning July 1, 2019. We are seeking a firm who will partner with us to provide an excellent user experience to our community.

About the Library

The Library serves a diverse population of 90,000 residents in an area located 28 miles northwest of downtown Chicago. We welcome half a million visitors annually at our three locations. The main building is approximately 90,000 square feet. The two smaller branches are about 8,000-9,000 square feet each. The Library is open 71 hours a week, seven days a week.

The Library is governed by an elected board of seven trustees who oversee an annual operating budget of $6,700,000. We employ 100 people serving in various positions.

Hardware and Software Basics
We have approximately 200 Windows based computers; about half of those are for public use. We also have 20 Apple computers; 14 of those are for the public. We are currently in the process of upgrading most of these computers.

- Eight of the public Macs are being replaced and will run on Mojave. This work should be complete by winter 2019. Our other Macs are running on various older releases of macOS.
- By the end of 2019, we plan to have replaced approximately 150 Windows computers (both public and staff) and upgrade all Windows OS to Windows 10. We currently run Windows 7.

We are also in the process of upgrading our Office software. We are currently running 2010 for Windows computers. We are moving all staff (approximately 100 users) to Office 365. We plan to upgrade all our public computers to Office 2019 along with the Windows 10 upgrade.

We installed new servers in 2018. At the main library building we have a file/domain server, a virtual server with 12 machines, and a tape backup system. Each of our two smaller locations also has a file server. All servers are running Windows Server Standard 2016.

Patron Services
We provide technology support services to our patrons at most public services desks as our public computers are spread throughout the Library. There are two desks at the Main Library that provide the bulk of patron technology support: the Technology Desk and the Digital Media Center. The Technology Desk supports most of our Windows-based public computers. The Digital Media Center supports our Apple-based public computers.

Technology Department
We have a Technology Department that is responsible for providing public services at the Technology Desk and the Digital Media Center. This department also provides internal, first-line IT support to Library staff. The Technology Department employs six full time staff and four part time staff. The Technology staff will be the primary contact for the IT services provider. The successful candidate will collaborate with the Technology staff to find the best IT solutions for the Library.

Current IT Provider
We currently employ an outsourcing firm that provides off-site support during normal business hours. The firm also coordinates and implements special projects like infrastructure upgrades. The firm remotely monitors and responds to issues as needed, and provides emergency response during critical events like network outages. The Library averages three or four support tickets per week with our current provider. We have been with this firm for over 25 years.

3rd Party Technology Vendors
We utilize several vendors who provide various technology-related services such as photocopiers and printers, phone system, website support and hosting, public computer reservation software, public print-release system, audio-visual equipment, eCommerce, and our Integrated Library System (ILS). The successful candidate is not expected to provide maintenance and repair on these services. However, they will need to work directly with these vendors in order to facilitate installation, integration, and compatibility with the Library's infrastructure.

Upcoming Projects
In addition to ongoing maintenance and support, we have the following projects planned for the upcoming fiscal year (July 1, 2019 – June 30, 2020).
- Replace our main network switch
- Replace fiber cabling between our switch on the first floor and our servers on the second floor
- Replace our wireless controller and access points
- Replace our security camera system
- Replacing approximately 70 Windows computers for staff and public

Scope and Expectations

The IT support desired includes but is not limited to:
- Network Services
- Network Security
- Software and Hardware Management
- Email Services
- Infrastructure Support
- Data Backup and Maintenance
- Disaster Recovery
- On Site and Remote Client Assistance
- Technology Planning and Training

We are looking for a responsive firm that can handle moving at the pace we set and adapt to our internal processes. The successful candidate should also be able to communicate clearly and effectively in a timely manner to Administration, Technology Department staff, and to any Library staff that need assistance.

The ideal firm will have a quick response time, excellent customer service, strong project management skills, and can be relied upon to assist us in creating and maintaining a strong IT infrastructure while keeping up to date on emerging technologies.

The successful firm will be able to assist with and perform the following:
- Scope, manage, and complete projects within an agreed upon time frame.
- Assess and coordinate all IT functions and Library technology that serve the staff and general public, including all equipment, software, and virtual systems.
- Assist Library staff in creating a technology plan that details our current technology status and identify future needs. This plan would also include an equipment replacement timeline with costs for budgeting purposes.
- Assist Technology staff in training and development of newly implemented technologies.
- Provide Library staff with written documentation and instructions for all areas of IT and client-facing documentation when relevant, to be updated whenever a change occurs.
- Serve as both on-site and off-site remote support for handling emergencies and regular maintenance of technology equipment.
- Provide a help desk ticket system that allows Library staff to submit, track, and respond to support requests.

The responsibilities above will include, but are not limited to the following:

- Monthly IT meeting with Administration and the Technology Manager where the status of all current projects and any issues is presented and discussed.
- Quarterly IT meetings with Administration and the Technology Manager to discuss long-term planning for the Library including the need for future projects and budget considerations.
- Project lists, reports, and statistics including but not limited to: weekly internal project lists; monthly and annual wireless internet usage reports; and monthly support ticket statistics.
- Maintain detailed documentation about the hardware/software resources provided at the Library and make that documentation available to Library staff.
- Establish and maintain inventory and lifecycle policies for hardware/software investments as well as other IT best practices.
- Propose upgrades and changes and work with Technology staff on purchasing new equipment and software.
- Respond and provide support to technology requests promptly as dictated by the service level agreement.
- Upgrade systems during times that are convenient to Library patrons and staff.
- Work directly with any Library vendor to resolve IT-related issues for specialized services including but not limited to: HVAC controls, Integrated Library System, PC management software, print-release software, printer and copier support, website host, etc.
- Stay up to date on technologies that impact libraries and make recommendations to improve and expand Library offerings.
- Most of our hardware items are HP products, but we are not limited to a specific manufacturer. The successful firm will need to be able to work with the hardware and software of our choosing.

Proposal Requirements

It is the intent of the Library to sign an initial contract for one year. Subsequently, the Library would consider a three-year contract, contingent upon a good working relationship with the vendor and the availability of funding.

Please prepare your proposal for one fiscal year for the Library: July 1, 2019 – June 30-2020. Additionally, please submit pricing for the following three fiscal years.

Please include the following in your proposal:

1. **General Company Information**
   - Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc.
   - Please provide details of your company's practices for staying current on regulations, legislation, certifications and compliance especially as it relates to libraries.
2. **References**
   Provide references from similar-sized organizations that you currently manage or have managed. Two references must be from public libraries. References should include:
   - Organization name
   - Explanation of what the contract covered
   - Time period of the project or contract
   - Contact person and title
   - Contact information including address, phone number, and email address
3. **Security**
   - Describe your strategy for securing your clients' data, software, and hardware. Include your company's policies as well as any security certificates that you possess.
   - Explain how you will ensure that security clearances for the IT system you maintain will be adhered to.
   - Describe how you would maintain confidentiality of all the sensitive information of the Library in compliance with Illinois Public Library laws and regulations.
4. **Client Management**
   - Describe how you manage customer relationships with your clients.
   - Describe all staff that will be utilized to perform contractual duties under your proposal and include their certifications, experience, and duties.
5. **IT Service Levels**
   - Describe your help desk ticket system.
   - Describe your communication strategy for keeping clients informed of system conditions and changes.
   - Describe your plans for disaster recovery.
   - Describe how IT support representatives will serve the Palatine Library on and off site.
   - Describe how major software upgrades will be applied and what upgrades or services will require additional fees.
6. **Monitoring**
   - Describe how you would document and record maintenance, installation, performance, and changes in the system.
   - Describe the documentation that you would make available to the Library at the end of contract period.
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7. **Sample Contract**
   Include a recommendation of schedule or number of hours, a service level agreement, and emergency response services.
8. **Transition Plan**
   Include a timeline and required documentation needed for a successful service transition.

9. **Fees**
   Please provide all fees associated with the proposed contract for services. The following should be included in our base computations:
   - Fees for service initiation
   - Ongoing fees (with detail of what is included and excluded therein)

   Optional fees
   Make sure to describe what are optional and/or additional fees outside of the regular service fee. These may include:
   - Extra work which is outside of proposal
   - Optional ongoing services
   - Response and emergency fees

Submission

Completed proposals may be submitted by mail, email, or as shared documents. Deadline to submit is Wednesday, March 13, 2019, 5:00 p.m. CST.

Mail
Palatine Public Library District
Attn: Susan Conner, Technology Manager
700 N. North Court
Palatine, IL 60067

Email and Document Sharing
sconner@palatinelibrary.org

Process for Selection

Our selection criteria include:
- Cost
- Scope of work
- Quality of the proposal
- Qualifications
- Past record and experience
- References
- Other factors deemed relevant

After the proposal deadline, a team of staff members will review all proposals and interview selected candidates. The team will then select a candidate and negotiate a contract with that candidate. Finally, the contract will be presented to the Board of Trustees for final approval.

All candidates must attend a mandatory on-site meeting to be eligible for selection. This meeting will include an introduction to key staff, a tour of the facilities, an overview of the Library's infrastructure, an overview of current and future projects, and a question and answer session. This visit is scheduled on Monday, February 18, 2019, 9:30 a.m. – Noon CST.

Additionally, candidates may choose to schedule an optional individual on-site visit to conduct a brief assessment. The visit may last up to four hours. The deadline to schedule this optional visit is Tuesday,

February 19, 2019, 5:00 p.m. CST. These visits will be scheduled during February 20 – March 1, 2019. See contact information below to schedule a visit.

Timeline

Library issues RFP	February 4, 2019
Mandatory on-site meeting	February 18, 2019 9:30 a.m. – Noon CST
Deadline to schedule individual visit (optional)	February 19, 2019 5:00 p.m. CST
Window for individual visits (optional)	February 20 – March 1, 2019
Deadline for questions	March 3, 2019
Library posts answers to questions at www.palatinelibrary.org/itrfp	March 7, 2019
Deadline for submitting proposals	March 13, 2019 5:00 p.m. CST
Library interviews selected candidates	March 20 – 27, 2019
Negotiate contract with selected vendor	April 1 – 5, 2019
Library presents selected contract to Board of Library Trustees	April 16, 2019

Freedom of Information Act Disclosure

All materials submitted in response to the RFP become property of the Palatine Public Library District. Proposals remain confidential during the selection process. However, upon completion of the selection process, all responses, including that of the firm selected, will be a matter of public information and will be open to public inspection in accordance with the State of Illinois Freedom of Information Act (FOIA).

Illinois Prompt Payment Act

Contracts signed with Palatine Public Library District are subject to the stipulations set forth in the Illinois Local Government Prompt Payment Act, 50 ILCS 505/1.

Contact

All questions about this proposal and requests to schedule individual visits should be directed to:

Susan Conner, Technology Manager
sconner@palatinelibrary.org
847-358-5881 ext. 106