



MEMO

TO: Board Members

FROM: Melissa Gardner, Assistant Director

DATE: April 9, 2019

SUBJECT: Current Technologies Recommendation

We are recommending the board approve the attached the annual contract from Current Technologies for network monitoring and monthly hourly support.

In order to come to this recommendation we went through a thorough process. The IT Vendor review team consisted of myself, Jeannie Dilger, Executive Director, Susan Conner, Technology Manager, and Michael Szwed, Technology Assistant Manager. An RFP was issued in February, we held a mandatory onsite meeting for all vendors as well optional individual vendor assessments, and posted answers to all vendor questions during the month of March. We received 7 proposals, and interviewed 3 firms. We followed that process with reference checks.

We feel that Current Technologies best met our selection criteria of: cost, scope of work, quality of the proposal, qualifications, past record and experience, references, and other factors. Current Technologies has a flexible pricing model for hourly support which will allow us to use the hours that are needed, more during times of projects and less when we are in a planning phase. Current Technologies will have a dedicated technician for our library who will have some onsite hours, which will increase communication between the Library and IT Vendor. Current Technologies has also emphasized their dedication to strategic planning, which will better prepare us for the future.

If approved, the contract with Current Technologies will begin July 1st, and will replace our contract with Computer View Inc.

Sincerely,

Melissa Gardner

Melissa Gardner
Assistant Director



Current Technologies
450 Eisenhower Lane North
Lombard, Illinois 60148
United States
<http://www.currenttech.net>
(P) 630-388-0240
(F) 630-388-0241

Bill To

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Conner, Susan
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Quotation (Open)

Doc #: 23998 1 rev of 1
Modified Date: Mar 08, 2019 01:37 PM
CST
Expiration Date: 04/06/2019
Description: Monthly Agreement 2019-
2020

Current Technologies IT Support Agreement
July 1, 2019 - June 30, 2020

Pricing for subsequent fiscal years:
July 1, 2020 - June 30, 2021 \$122 per hour
July 1, 2021 - June 30, 2022 \$124 per hour
July 1, 2022 - June 30, 2023 \$126 per hour

#	Description	Qty	Unit Price	Total
1	Current Technologies - IT Support Agreement - Monthly Fee Paid Monthly, Annual Agreement	35	\$120.00	\$4,200.00

#	Description	Qty	Unit Price	Total
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Description of IT Support Agreement

Objectives

1. To provide a cost effective on-site technology support solution for network administration
2. To provide 24 x 7 emergency response
3. To provide remote off-site administration and troubleshooting capabilities
4. To provide guidance and recommendations with regard to technology strategic planning

Current Technologies Corporation approach to meet the above outlined objectives:

1. To provide a cost effective on-site technology support solution

The consultant reports to the client site on a routine schedule as mutually agreed. If the client requires the consultant to work more hours than established in the routine schedule, accommodations can be made.

The consultant will perform duties such as, but not necessarily limited to the following:

Provide technical support services

Perform project based work such as network infrastructure or server hardware/software upgrades/migrations

Provide support and technical specifications for upcoming projects

Create network documentation and procedural documentation

Perform in-depth systems analyses

Analyze requirements and translate them into priorities and action plans

Develop good working relationships with clients & team members

Effectively communicate technical & business concepts to personnel on all levels

Act in the capacity of a project coordinator; keeping the client informed of their current work status, coordinating with the client any downtime, and keeping the client informed of schedule and scope changes

Remain up-to-date regarding relevant technology issues and advances

2. To provide 24 x 7 emergency response

For service/support needs occurring outside of normal business hours of Monday through Friday, 8:00A.M. to 5:00P.M. and holidays, we offer emergency on-call support by calling: 630-388-0240 An on-call engineer will respond and provide remote or onsite support. The hourly rate for emergency support is 1.5 times the normal hourly rate.

3. To provide remote off-site administration and troubleshooting capabilities

Current Technologies will setup and maintain remote access to the client's network to enable routine administration and troubleshooting tasks to be performed.

4. To provide guidance and recommendations with regard to technology strategic planning

Current Technologies will upon request engage with the client on a semi annual basis (or similar schedule based upon mutual agreement) to:

Provide feedback on the current status of network, server, software, and desktop systems

Provide recommendations on improvements and/or upgrades for network, server, software and desktop systems

Perform research to determine the costs/benefits related to any upgrade

Subtotal: \$4,200.00

Terms and Conditions

This quote is subject to Current Technologies' Terms and Conditions located at <http://www.currenttech.net/terms>
 Product and labor orders over \$2,500 require 50% payment up front, 50% due within 15 days of receipt or upon completion of project. Shipping/Handling & applicable sales tax are not included in this quote and will be invoiced. Software/support orders require prepayment in full.

To order, please sign and email to orders@currenttech.net or request an e-signature link from your salesperson

Agreed and Accepted by _____ Date _____ PO# _____



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Quotation (Open)

Doc #: 24019 1 rev of 1
 Modified Date: Mar 12, 2019 03:40 PM
 CDT
 Expiration Date: 04/10/2019
 Description: Network Monitoring 2019

Current Technologies Network Monitoring

Paid monthly
 No long term commitment, cancel anytime with 30 days notice

#	Description	Qty	Unit Price	Total
Monthly Recurring Fee				
1	Current Technologies - Network Monitoring Service - Monthly Fee Up to 20 Billable Devices Note: Billable Devices = Firewalls, switches, routers, Wi-Fi controllers, load balancers Included at No Cost = All other devices such as servers, workstations, phones, copiers, appliances 24x7 Monitoring of Servers - Monitoring of network devices such as Switches / Firewall / Etc- 8x5 Response	1	\$460.00	\$460.00
			Subtotal:	\$460.00

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