

LAKE FOREST LIBRARY
360 East Deerpath Road, Lake Forest, IL 60045
Request for Proposal For Information Technology Services

Introduction

The Lake Forest Library (hereinafter “the Library”) is requesting proposals from qualified IT firms with experience providing IT support services to public libraries or similar organizations (hereinafter “Vendor”) for IT services for a period of two years beginning May 1, 2020 and ending on April 30, 2022. The Library operates on a comprehensive remote LAN management model provided through an IT Vendor.

The chosen Vendor will manage all internal broadband connectivity, software licensing and upgrades including staff training, hardware upkeep and regular replacement, Library’s LAN environment, virtual servers and cloud management, Vendor relations for existing and new contracts, and all special projects for a fixed monthly fee. Support services will include but are not limited to assessing the current IT environment, providing ongoing support and coordination of all network systems, maintenance, repair, and troubleshooting, telephone support, equipment retrieval and repair, making recommendations for upgrades and changes, and then installing and implementing these recommendations as well as other new technologies. In order to manage and maintain the Library’s diverse environment, the chosen Vendor will be required to work in partnership with the Library and fulfill these requirements at a **fixed** cost.

Interested Vendors are **strongly** encouraged to make an appointment to visit the Library to view the IT systems on-site and learn more about the Library’s needs and expectations prior to submitting a proposal.

Based upon the proposals received, the Library will select several firms for interviews between Monday, March 23, and Thursday, March 26. Once the interviews are completed and a Vendor is selected, the Library will enter into a two-year agreement with an option for renewal annually.

The Vendor that is ultimately awarded the contract will have a proven track record of supporting libraries or similar institutions and will need to demonstrate an ability to provide a high level of service and expertise in a variety of IT areas. The Vendor will also need to work in partnership with the Library and provide timely feedback on a schedule to be determined and support on both projects and ongoing IT maintenance.

All questions regarding this proposal should be sent to Ed Finn, Head of Operations, at efinn@lakeforestlibrary.org.

Current Environment

The Lake Forest Library serves a community of 19,375 with 52 staff in a 32,000 square foot – 4 level – facility. The original building was constructed in 1931 and three additional wings were added to the building in 1978. Open 69 hours per week, the Library typically has over 1200 visits a day.

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The Library's IT environment supports a diverse set of technologies which provide the computing infrastructure necessary to facilitate the services which the Library provides to its community. These various hardware and software technologies are described on Exhibit A.

The Library is a member of Cooperative Computer Services, a consortium that provides an integrated library system (ILS) for the online catalog, circulation of materials and inventory control. While there are staff who handle the day to day operations of the ILS, the firm will be expected to assist with upgrades and ensuring that we have equipment capable of running the ILS.

Ongoing Needs and Expectations

The Library seeks to better understand how to handle IT and is interested in a firm that can assist us in getting our IT up to the level appropriate to our community demographics and Library size. We need a responsive firm willing to respond to questions and engage in dialogue with us.

The ideal firm will have a quick response time, excellent customer service, and can be relied upon to assist us in creating and maintaining a strong IT infrastructure while keeping up-to-date on emerging technologies. ***As the Library makes extensive use of Microsoft Software, strong preference given to vendors with Microsoft Gold Partner status.***

The Library is looking for a firm that can assist with and perform the following:

- Assess and coordinate all IT functions and Library technology that serve the staff and general public, including all equipment, software, and virtual systems.
- Create 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 in staff training and development of newly introduced technologies, as needed.
- Provide written documentation and instructions for all areas of IT, to be stored at the Library in both digital and in hard copy formats and updated whenever a change occurs.
- Serve as both on-site and offsite support for handling emergencies and regular maintenance of technology equipment.
- Prepare project lists, reports, and statistics for the Library's administration and Board of Trustees as required.

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

- Remote monitoring of all network hardware devices on a 24x7 basis
- Support personnel for emergencies available on a 24x7 basis
- Regularly scheduled IT meeting with Administration where the status of all current projects, need for future projects, and any issues are presented and discussed.

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- Project lists, reports and statistics including but not limited to: internal project lists.
- Monthly and annual wireless Internet usage reports, monthly; and annual PC Reservation statistics.
- Maintain detailed documentation about the hardware/software resources provided at the Library (e.g., a catalog of all software license agreements, hardware and systems documentation, including all key system/device passwords, hardware support agreements with any third-party vendors);
- Establish and maintain inventory and lifecycle policies for hardware/software investments as well as other IT best practices.
- IT Strategic planning, including proposed upgrades/changes and assistance to Administration when purchasing new equipment and software.
- Support for leased system upgrades, including quoting, procurement, lessor coordination, equipment configuration and installation, and disposition of old equipment.
- Support for installation and troubleshooting of third-party hardware and software.
- Employ a pool of advanced, certified IT personnel from which to draw expertise for more advanced technological implementations and for different areas of specialty, e.g., phone, Wi-Fi, network, etc.)
- Provide support for a range of technological challenges within a one-hour window from initial contact.
- Upgrade systems at times that are convenient to Library patrons and staff.
- Advice on electronic record keeping requirements.
- Handle all matters relating to the telephone system, including acquisition, installation, and troubleshooting.
- Handle IT-related issues for specialized software including, but not limited to: PC Reservation, security cameras, external security access systems, and HVAC controls.
- Stay up to date on technologies that impact Libraries and make recommendations as necessary.

General Requirements for Proposals

References

Vendor shall provide a list of at least three clients, libraries or other, similar in size and scope to the Library. Information provided for each client reference must include the following:

- Client's name;
- Brief explanation of what the project or contract covered (clearly identify if work is on-going contract or project);
- Date of the project or contract (should be in the past three years); and
- Contact person, title, email and phone information.

Proposal Requirements

Proposals must include the following to be considered:

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- Discussion on scope of work outlined above.
- Transition plan;
- Contact name and title;
- Address; Phone number; and Email address;
- Name of Company;
- Corporations required to provide the year and state of incorporation;
- Partnerships shall provide the names of partners and the length of existence;
- Statement if Vendor is presenting negotiating or entertaining a sale, acquisition, or merger that would alter the Vendor's current structure;
- Description of Vendor's financial strength;
- Number of employees and titles of all employees;
- Number of contracted workers and their titles/roles (if any);
- Explanation of what and how services will be provided for ongoing support based on information provided above;
- Annual fee for the period May 1, 2020-April 30 2021; and May 1, 2021-April 2022.
- Identification of any work considered outside the fixed fee;
- Cost and hour breakdown for support for work outside the fixed fee which includes what level of staff would be responsible for which type of support;
- Breakdown of what support will be provided on-site, off-site, and in emergency situations;
- References as outlined above.

Include your standard contract that responds to the Library's IT environment and requirements as outlined in this RFP. Contract to include provision that the Library or Vendor can cancel contract with sixty days written notice with or without cause and without penalty.

Failure to provide the above information may result in the Vendor's disqualification and its proposal not considered. Further the Library's Board of Trustees reserves the right to reject any proposal.

The proposal must be submitted as a searchable PDF by 5:00 p.m. on Friday, March 13, 2020 to Ed Finn, Head of Operations at efinn@lakeforestlibrary.org. Printed copies can be sent to Lake Forest Library, Attn: Ed Finn, Head of Operations, 360 East Deerpath Road, Lake Forest, IL 60045. Other formats will not be accepted. Vendors selected for an on-site interview will be required to provide 10 hard copies of the proposal.

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Exhibit A – Current Library Technologies

(Note this information is provided the best of our ability, and may have some gaps or inconsistencies.)

Hardware

Category	Qty	Equipment	Additional Information
Wireless network	1	HP MSM720 Controller	5 wireless VSC's
Wireless network	10	HP MSM460 access points	
Wired network	1	HPE Aruba 5412R ZI2 v3 switch	3 VLAN's
Wired network	1	HPE Aruba 2930M switch	Top of rack
Firewall	1	Fortinet FG-200D	At main library w/ RPS-100
Firewall	1	Fortinet FG-61E	At Media Bank – train station
Server	1	HPE DL380 Gen9	Windows Server 2012 R2
Server	1	HPE DL380 Gen9	Hyper-V Windows Server 2012 R2 w/ 4 guests (all Win Svr 2012 R2): <ol style="list-style-type: none"> 1. Domain controller / wireless certificate server 2. Exchange Standard 2013 3. SmartSearch 4. PC Reservations / LPT/One
VOIP PBX	1	Vertical Wave IP2500	PRI circuit / 41 DID extensions / 37 extensions / 24 voicemail / 50 PC Clients / 40 handsets (5 cordless)
Client – Windows PC	66	HP 800 G2 Mini	Windows 7
	1	HP ProOne 600 G2 Touch AiO	Windows 7
	1	Virtual on Hyper-V server	Windows 7
Client – Windows Notebook	2	HP EliteBook 850 G1	Windows 10 Windows 7
Client – Windows Notebook	7	HP255 G6 notebooks	Windows 10
Client – iMac	1	Apple iMac	Mac OS X
Printers	10	Various HP network printers	
Coin box	2	Interface to LPT/One	
Barcode scanner	15	Zebra DS4308 2D Imager	
Thermal receipt printers	2	Epson TM T88V (Model M244A)	
Off-site DVD media bank	1	(MB-MC-HC Media Bank High Capacity (1678 discs))	
Library Security System		Secure Guard	29 cameras
Print & Scan	2		

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Exhibit A Continued – Current Library Technologies

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Software

Category	Description
Integrated Library System (ILS)	Sirsi Dynix via remote connection to CCS Consortium Polaris Cloud-based (as of April 2018)
PC Reservation	EnvisionWare PC Reservation
Pay print	EnvisionWare LPT:One
Menu control	Public Web Browser
Document management	Smart Search
Email/calendar	Microsoft Exchange Standard 2013
Office productivity	Microsoft Office Pro Plus Suite 2016
Graphics	Adobe Creative Cloud
Remote Access	Fortinet FortiToken
Antivirus	Trend Micro Enterprise Suite for Endpoints and mail servers
Antispam	SPAM Control Cloud Filter
Backup	Veritas Backup Exec
General	Microsoft Office Suite; Adobe Creative Suite

Media Lab

The Library’s media lab, managed by the Library’s Emerging Technologies Librarian, includes the following: Mac Pro with dual HS displays, Intuos Pro Wacom Tablet, M-Audio 49 Key Midi Keyboard, ProYeti Microphone, Leap Motion, Epson V600 Scanner, Logic Pro Toshiba VHS/DVD Player, USB turntable, LaCie 500gb hard drives (3), Final Cut ProEpson Artisan 1430 Printer, vid box analog to digital video converter box.

The media lab utilizes the following software: Adobe Photoshop, Adobe Illustrator, Adobe Premier, Adobe After Effects, Adobe Creative Cloud, Garageband, iMovie, Final Cut Pro, Blender, Sketchup, Microsoft Office Suite, and Audacity.

The Library currently contracts for photocopier and printer repair and maintenance.