

Information Technology Services: Request for Proposal

*Lincolnwood Public Library District
4000 W. Pratt Ave.
Lincolnwood, IL 60712
847-677-5277
www.lincolnwoodlibrary.org*

The Lincolnwood Public Library District is seeking proposals from qualified firms to provide Information Technology Services for the library for the fiscal year beginning on July 1, 2015 and ending on June 30, 2016.

Deadlines

- Library issues RFP March 6, 2015
- Deadline for submitting proposals April 6, 2015
- Library completes RFP evaluation April 24, 2015
- Interview process of candidates May 1, 2015-May 8, 2015
- Present to Board May 21, 2015
- Conclusion of contract and signing May 22, 2015
- Start date of contract July 1, 2015

Library Summary

The Lincolnwood Public Library serves a diverse community of 12,590 residents within 2.5 square miles. The library has an annual operating budget of 2.2 million dollars and employs 41 staff members that keep the library running for 70 hours per week.

Monday-Thursday: 9am-9pm

Friday: 9am-6pm

Saturday: 9am-5pm

Sunday: 1pm-5pm

The library's IT services are currently contracted with a vendor that is on site for two eight-hour days per week with one monthly scheduled remote update. The library is in the process of working on three larger projects with a second IT firm (network switch upgrade, firewall and load balancing, and new server) with a targeted completion date of June 2015.

General Requirements

The vendor of choice will be able to provide break/fix/maintenance/support in all areas of library hardware and software outlined below:

Current Environment

Hardware

- Server with 4 virtual servers
- Gigabit switches
- 3 redundant internet connections
- Firewall
- Link load balancing appliance
- Bandwidth monitoring
- Wireless access points
- Spam filter
- Monthly and weekly incremental back-ups
- 31 staff PCs, 33 public PCs, 17 Windows notebooks for staff and public use, and 1 Macbook Pro (experience working with a network running Windows PCs and Macs on a Windows server is essential)
- Profile management
- A selection of various tablets and devices for staff use, including iPads, Android, and Microsoft Surface tablets, and eReaders
- 2 copiers (leased with service contract), 10 printers, thermal receipt printers, scanner/fax combo system (leased by TBS with service contract), all networked
- 5 walkie talkies and 10 pagers for security and maintenance staff
- Digital phone system with 30 handsets and 3 cordless phones (service contract with Sound Inc.)

Software

- Microsoft Office 2010
- Antivirus software
- Reboot software
- ILS software by SirsiDynix – Horizon/Enterprise
- Public web browser on OPAC stations
- Adobe Creative Cloud Suite (5 staff computers)
- Help desk system (provided by current IT vendor)
- Remote access for 4 staff members
- Public computer reservation and print management software including wireless printing (leased by TBS with service contract)

The library's Wordpress website and EventKeeper calendar are managed by an in-house webmaster and hosted remotely. Maintenance and support for these services are not part of the requirements for contracted IT services.

Future Technology Plans

The library has begun the design phase of a full interior building renovation. To fulfill several technology-related initiatives in the current 3-year strategic plan, and to encompass the library's vision of becoming a modern, thriving, essential part of the Lincolnwood community, the library will be incorporating many new types of technology. The new library aims to have private study rooms with fully integrated technology; meeting rooms wired for presentations, movies, and entertainment; computers, laptops, and tablets with access to fast wifi and electrical outlets throughout the building; flexible spaces for discovering new technology like 3D printers or expressing creativity through design or music equipment and software; and possibly other technology systems such as self-checkout machines and RFID.

The building will be updated with Cat 6 cabling, a VOIP phone system, and a new security system with cameras and a building access control system. Many areas of the library's IT services will need to be revised or updated. Examples include: implementing a robust VPN service; creating better back-up and disaster recovery plans; streamlining software inventory and license management; exploring options for cloud-based software; implementing mobile device management system i.e. Apple Configurator for circulating iPads; and considering a virtual desktop infrastructure for public PCs and other mobile computing systems for staff.

Additional Criteria

- 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
- Have necessary licenses and insurance to provide IT services in Lincolnwood, IL
- Meet with the Office Manager on a weekly basis and assist with equipment refresh planning, budgeting, and vendor management
- Plan for and implement technology projects in ways that are cost effective and maximize staff and patron productivity
- Be well-informed on emerging technologies and best practices in the IT field
- Utilize excellent communication skills
- Provide clear documentation (work completed, tracking of settings, procedures, changes, access information in an easy-to-use format, etc.)

Proposal Requirements

Submissions that do not include each of the 8 requirements listed below will not be considered.

1. An overview in response to the scope of work with your general approach to support, maintenance, and projects
2. A description of your experience in providing services for a library, government entity or an organization of a similar size
3. A detailed transition plan
4. An introduction to your team and their qualifications
5. Reference information for at least 3 clients including the following information:
 - Client's name
 - Explanation of what the contract covered
 - Time period of the project or contract
 - Number of employees
 - Contact person
 - Title
 - Address
 - Phone number
 - Email address
6. An outline of pricing and total cost of services
7. A statement or information regarding the Prevailing Wage Act (PWA). If you believe PWA does not apply, please provide an opinion from the Department of Labor or other authority which exempts the work
8. A sample contract that includes a recommendation of schedule or number of hours, service level agreements, and emergency response services

Selection Criteria

Selection criteria will include, but not be limited to the following:

- Cost
- References from previous clients
- Expertise and experience with similar sized organizations

Vendor selection will be brought before the library's Board of Trustees for review and approval on May 21, 2015. The board reserves the right to reject any and all proposal(s) for any reason.

Disclaimer

This Request for Proposals (RFP) is not an offer to purchase. The RFP is solely a request for expressions of interest and statements of qualifications. It is not an invitation for tenders, an offer to contract, or an invitation for offers capable of acceptance to create a contract. No contractual or other legal obligations or relations between the Library and any other person can or will be created hereunder. The Library assumes no financial responsibility for the cost of preparation of proposals by respondents nor does it make any commitment to enter into a contract for service based on responses to this RFP.

Timeline

The proposal must be submitted via email on or before 5:00PM, April 6, 2015 to:

Amy Thayer at athayer@lincolnwoodlibrary.org AND
Su Bochenski at sbochenski@lincolnwoodlibrary.org

All submissions will be acknowledged within 2 business days of receipt. If you do not receive an acknowledgement, please contact Amy Thayer at 847-677-5277.

Submission Details

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If a vendor has any questions about the contents of this RFP, or about any matters relating to it, the question must be directed in writing to Office Manager, Amy Thayer via email at athayer@lincolnwoodlibrary.org. All questions will be responded to promptly via email.