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 fiscal year beginning on July 1, 2018 and ending on June 30, 2019.

Deadlines

- Library issues RFP - March 1, 2018
- Deadline for submitting proposals - April 2, 2018
- Library completes evaluation process - April 27, 2018
- Proposal presented to the Board - May 2018
- Contract signing - June 2018
- Start date of contract - July 1, 2018

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 2.5 million dollars and employs 38 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

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

- Domain File server and virtual server
- Gigabit switches
- Comcast Business Class internet services
- Firewall
- 10 Wireless access points
- Spam filter
- Daily, weekly, and monthly back-ups (tape system)

- 31 staff PCs, 20 public PCs, 17 Windows notebooks for staff and public use, and 1 Macbook Pro, and 1 iMac (experience working with a network running Windows PCs and Macs on a Windows server is essential)
- A selection of various tablets and devices for staff use, including iPads, Android, and Microsoft Surface tablets, and eReaders
- 2 copiers (leased by Braden with service contract), 10 printers, thermal receipt printers, scanner/fax combo system (leased by TBS with service contract)
- Digital phone system with 33 handsets and 3 cordless phones (service contract with Sound Inc.)
- 6 security cameras with server recording 30 days of footage

Software
- Windows 7
- Microsoft Office 2010
- Antivirus software
- ILS software by SirsiDynix (Switching to Innovative's Polaris in April 2018)
- Public web browser on OPAC stations
- Adobe Creative Cloud Suite (6 staff PCs and Digital Media Lab iMac)
- Help desk system (provided by current IT vendor)
- Remote access for 2 staff members
- Public computer reservation and print management software including wireless printing (leased by TBS with service contract)

The Library's Wordpress website and Communico event calendar are managed by Library staff and are hosted remotely. Maintenance and support for these services are excluded from the requirements for contracted IT services.

Future Technology Plans
The Library is always working to stay up-to-date with current technologies and trends. The Library's next three-year Strategic Plan begins on July 1, 2018. Many of the new strategic initiatives within this plan will involve technology exploration. Some potential projects include introducing Maker Space equipment such as a 3D printer; providing access to photo and large scale printing; circulating hot spots and video streaming devices; and expanding our collection of audio and video creation hardware and software.

In addition to patron technology, the Library plans to continue to follow a 20-year Capital Improvement Plan and upgrade systems as technology changes. The IT firm chosen for this contract will help the Library improve upon and introduce more mobile computing options that help staff work efficiently and productively.

Additional Criteria
- Directly employ (e.g. 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 Head of Operations on at least a quarterly basis for service check-ins and assist with equipment refresh planning and budgeting
- 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 7 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 sample contract that includes a recommendation of schedule or number of hours, a service level agreement, 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 in May 2018. 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 on April 2, 2018 to:

> Amy Prochot at aprochot@lincolnwoodlibrary.org

All submissions will be acknowledged within two business days of receipt. If you do not receive an acknowledgement, please contact Amy Prochot at 224-233-1865.

Submission Details

- Library issues RFP - March 1, 2018
- Deadline for submitting proposals - April 2, 2018
- Library completes evaluation process - April 27, 2018
- Proposal presented to the Board - May 2018
- Contract signing - June 2018
- Start date of contract - July 1, 2018

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 Head of Operations, Amy Prochot via email at aprochot@lincolnwoodlibrary.org. All questions will be responded to promptly via email.