Request for Proposal
MANAGED INFORMATION TECHNOLOGY SERVICES
2024

Introduction

The Lemont Public Library District is seeking full-service proposals from qualified IT firms with proven experience in supporting public libraries or similar organizations for IT services, starting no later than 12/1/2024. The Library is open to considering a multi-year agreement based on the benefits provided.

The Library will work in partnership with the chosen Vendor, to foster a productive working relationship. Interested Vendors are strongly encouraged to visit the Library to view the IT systems on-site and gain a better understanding of the Library's needs and expectations prior to submitting a proposal. While this RFP provides a summary of the required services, it may not list every service currently in place.

Current Environment

The Lemont Public Library District serves 23,800 residents with a staff of 30 in a single-story, 25,000 square foot facility. The original building, constructed in 1997, underwent renovations in 2016. Open 68 hours per week across 7 days, the Library typically receives over 350 daily visits.

Currently, IT services are fully managed by an independent provider offering on-site and remote services, including 70 hours of telephone support per week, Monday through Friday, year-round. The Library's IT environment supports a diverse set of technologies essential for delivering services to the community. Please refer to the attached network topology diagrams and hardware and software inventories for more details.

The Library is a member of the Pinnacle Library Cooperative, which provides an integrated library system (ILS) for the online catalog, circulation, and inventory control. Managed services handle all technical requirements for integrating this system within the Library's network, coordinated with Pinnacle's ILS Manager.

Additionally, the Library's website is hosted by a third party, and managed services may need to collaborate with this and other third-party vendors.

Scope of Work/Information Technology Responsibilities

The chosen Vendor will manage, monitor, and coordinate the entire local and wide area networks, internet connectivity, hardware and software products, upgrades, training, and support (both remote and on-site). This includes virtual and cloud-hosted products, as well as the management of other vendors and agreements. Regular upgrades and replacements of hardware and software are required, along with ongoing recommendations to keep the Library's systems current. The Library prefers these services to be provided for a fixed monthly fee and requests identification of project types that may fall outside this scope and require special bids.

The ideal firm will have 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.

Responsibilities include but are not limited to the following

- Coordinate, implement, manage, and monitor the installation, maintenance, configuration, managed security, and troubleshooting of the network. Additionally, handle the installation, maintenance, and training for LAN physical resources (computers, servers, hard disk storage, printers, modems, scanners) and LAN applications software (word processing, spreadsheets, databases, accounting, desktop publishing, communications), while maintaining equipment maintenance logs and history.
- Provide both on-site and off-site support for regular and emergency maintenance of technology equipment. Skilled staff will be on-site as needed, and emergency support is available whenever the library is open. Perform all routine maintenance and upgrades to library technology as needed, ensuring upgrades are done at times convenient for library patrons and staff.
- Employ a pool of advanced, certified IT personnel for advanced technological implementations and various specialties (e.g., phone, Wi-Fi, network).
- Provide support for the installation, troubleshooting, and maintenance of third-party hardware and software, including coordination with appropriate third-party vendors (e.g., public copier and printing systems, digital signage, security cameras, HVAC controls, and data service providers).
- Installs internal cabling and makes changes or oversees the work of outside contractors.
- Work directly with staff to troubleshoot technology issues, including those related to public devices and equipment.
- Stay up to date on technologies that impact libraries and make recommendations for improvements and modifications, as necessary.
- Handle all matters related to the telephone system, including acquisition, installation, troubleshooting, and repair of VOIP telephone lines and equipment.
- Provide and update written documentation and instructions for all areas of IT, including procedures for equipment, software, and computers, to be stored at the Library in both digital and hard copy formats.
- Provide training on new equipment and assist in staff training and development for newly introduced technologies as needed.
- Establish and maintain inventory and lifecycle policies for hardware/software investments and other IT best practices, including maintaining an inventory of technology assets.
- Supervises maintenance programs for Library technology equipment, maintains warranties on all equipment and makes recommendations for replacements, as necessary.
- Prepare project lists, reports, and statistics for the Library's administration and Board of Trustees as required, including but not limited to:
    - Internal project lists.
    - Monthly and annual wireless Internet usage reports.
    - Detailed documentation about the hardware/software resources provided at the Library, such as:
    - A catalog of all software license agreements.

- o Hardware and systems documentation, including all key system/device passwords.
- o Hardware support agreements with any third-party vendors.
- Hold regularly scheduled IT meetings with Administration to present and discuss the status of all current projects, the need for future projects, and any issues.
- Assist administration in IT strategic planning, including proposing upgrades and changes, assisting with purchasing new equipment and software, and creating a comprehensive technology plan. This plan will detail the current technology status, identify future needs, and include an equipment replacement timeline with associated costs for budgeting purposes.
- Investigates pricing, seeks quotes and prepares technology purchase suggestions for Library Director consideration and approval.

Technology

- Firewall
- Physical Windows Server
- Virtual Windows Servers
- network switches
- UPS
- 6 wireless access points (Cisco Meraki)
- wireless networks for staff and public
- 42 networked staff and patron computers
- staff laptops, patron laptops
- OPAC computers
- Cen-tec Self-Checkout stations
- large TV setups for meeting rooms,
- 1 projector, receiver, and screen setup with surround sound
- 20 handset Mitel VoIP phone system
- Speco HDVR with 18 IP cameras
- 8 Networked printers,
- 3 Networked copiers
- Thermal receipt printers
- barcode scanners
- 2 iPads
- 1 SimpleScan setup for public fax and scan
- Coin towers for copier and simplescan
- Various devices for patrons to check out in the Library of Things
- Multiple Hotspots for patron use
- Various desktop and server-based software including: SentinelOne Agent, Backupify, Cisco Umbrella, Sage Accounting; DeepFreeze, Adobe Creative Suite; MS Office; MyPC, Papercut, Polaris Integrated Library System, OCLC, and more.

Proposal Content Requirements

The Library will consider selected firms based on qualifications, experience, and proposed price for the specified services. Once a service provider is selected, the Library will enter into a 12-month

contract with an option for renewal. The contract must allow cancellation with sixty days' written notice, with or without cause, and without penalty.

Proposals must include background information which identifies the qualifications of the firm, provide information on similar experience managing IT services in public libraries and three references.

Proposals must include the following to be considered:

- Financial Strength: Description of the Vendor's financial strength.
- Employee and Contractor Information: Number of employees and their titles; number and roles of contracted workers.
- Transition Plan: Comprehensive plan detailing transitioning IT services.
- Scope of Work: Detailed discussion on addressing the scope of work outlined above.
- Support Breakdown: On-site, off-site, and emergency support breakdown.
- Service Provision Explanation: Detailed explanation of how ongoing support services will be provided.
- Work Outside Fixed Fee: Identification and cost breakdown of any work considered outside the fixed fee, including staff levels responsible.
- Contract Pricing: Pricing for a one-year contract with renewal details.
- Additional Service Hours: Ability to purchase service hours for special projects beyond the contract scope.

Failure to Provide Information:

- Failure to provide the above information may result in disqualification of the Vendor's proposal. The Library's Board of Trustees reserves the right to reject any proposal.

Timeline and Inquiries

- Proposals must be received via email by 4:00pm Friday 10/11/2024.
- All companies submitting a proposal will be contacted via email by Friday 10/18/2024.
- The winning bidder's service must begin no later than 12/01/2024.
- All questions regarding the details of this proposal should be emailed to Library Director Mary Golden, finance@lemontlibrary.org