

Request for Proposal (RFP)

IT Consulting Services for

Fortville-Vernon Township Public Library

(FVTPL)

Issue Date: May 3, 2021

Due Date: June 1, 2021

Contact: Melissa Drago

Library Director

Fortville-Vernon Township Public Library

mdragoo@fortville.lib.in.us

(317) 485-6402

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1. General Information

1.1 Timeline

The timeline supplied is FVTPL's best estimate and is not binding on the Library.

RFP Issued	Monday, May 3 rd , 2021
OPTIONAL ONSITE MEETING Fortville-Vernon Township Public Library 625 East Broadway St Fortville, IN 46040	Monday, May 24 th or Wednesday, May 26 th , 2021 <i>contact Melissa Dragoo to schedule no less than 5 business days in advance</i>
DEADLINE FOR VENDOR QUESTIONS	Friday, May 14 th , 2021 5:00 p.m. EST
Responses to Vendor Questions via Addenda	Wednesday, May 19 th , 2021
PROPOSAL DUE	Tuesday, June 1 st , 2021, 5:00 pm EST
Library Decision and Recommendation to Library Board of Trustees	Tuesday, June 15 th , 2021
Selected Vendor Notification	Wednesday, June 16 th , 2021
Execute Agreements	June 2021

All questions must be emailed and directed to Melissa Dragoo, mdragoo@fortville.lib.in.us

A complete listing of all Vendor questions relating to this RFP along with FVTPL responses will be emailed to each Vendor via written addendum.

1.2 Introduction

The Fortville-Vernon Township Public Library, subsequently known as "FVTPL", is seeking proposals from qualified professional vendors for Information Technology Support Services to support ongoing operations and guide long-range technology planning.

The qualified vendor will maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize downtime, maintain equipment, and support costs, ensure the security of data, and maximize return on investment in IT for the library. FVTPL does not have a professional IT staff. The vendor will work in conjunction with the FVTPL Library Director as the main point of contact.

The Information Technology Support Service vendor should:

- Offer reliable and experienced service
- Provide quick response time depending on the priority
- Understand the Library's IT needs and services
- Satisfy Library end-users and patrons
- Be cost-effective

1.3 Library Background

Fortville-Vernon Township Public Library is here to meet the needs of our community. The Library envisions being a community place, improving the community's lives through programs, services, and collections that engage, educate, and entertain the residents of Vernon Township.

Our mission is to provide free access to information and experiences in a safe, welcoming space for our residents.

Fortville-Vernon Township Public Library (FVTPL) is located in Hancock County in central Indiana, approximately 20 miles northeast of downtown Indianapolis. The district covers an area of 31 square miles. Vernon Township is growing rapidly with a current population estimate of 16,801 people.

FVTPL has one location that is operating at reduced hours due to the pandemic. During normal operation, the library is open 54 hours per week. The FVTPL building is approximately 8,000 square feet.

1.4 Technology Overview

FVTPL currently utilizes an outside vendor to manage our information technology needs. Melissa Dragoo, the library director, is responsible for library technology planning. As we adjust library services and facilities to meet the needs of our growing population, we seek to enter into an agreement with an IT vendor who can support our technology operations and guide our long-range planning. An overview of FVTPL's technology is included below.

Network Systems

Internet	25 Mb with NineStar Connect
Firewall	Sonicwall TZ500 Firewall, leased
Internet Filter	Sonicwall Content Filtering
Network Switches	Araknis Networks® 210 Series Websmart Gigabit Switch with Partial PoE+
Wireless Access Points	Meraki MR33
Servers	Microsoft Corporation Virtual Machine Server 2003 R2 Microsoft Corporation Virtual Machine Server 2012 R2X64 Dell PowerEdge R730 Windows Server 2016 Standard x64 Microsoft Corporation Virtual Machine Windows Server 2016 x64

Current Hardware

4 Dell OptiPlex 3050 Desktop Computers
4 Dell OptiPlex 3080 Micro BTX
1 Dell OptiPlex 3060 Desktop Computer
1 Dell OptiPlex 3070 Desktop Computer
1 Dell Inspiron 15 5000 Laptop
6 Snap VDI Thin Clients
1 Lenovo 7483BK3
2 Canon imageRUNNER ADVANCE C3525i copy machines

Software

Operating Systems	Windows 10, Windows
Productivity Suite	Office 365 (Microsoft Education licensing)
Browsers	Chrome
Integrated Library System	Evergreen Indiana
Public Software	Microsoft Office Suite
Antivirus	Webroot Antivirus
Computer Management Software	TimeIT
Print Management Software	Papercut

Current IT Provider We currently employ an outsourcing firm that provides off-site support during normal business hours and on-call support for priority issues during off-hours. The firm also coordinates and implements special projects like infrastructure upgrades. The firm remotely monitors and responds to issues as needed, and provides emergency response during critical events like network outages. We have utilized this firm for managed IT services for over 10 years.

3rd Party Technology Vendors

We utilize several vendors who provide various technology-related services such as photocopiers and printers, phone systems, website support and hosting, public print-release system, and our Integrated Library System (ILS). The successful candidate is not expected to provide maintenance and repair on these services. However, they will need to work directly with these vendors to facilitate installation, integration, and compatibility with FVTPL's infrastructure.

Upcoming Projects In addition to ongoing maintenance and support, we have the following projects planned for the remainder of 2021. Replace our leased firewall with a firewall purchased by the library. Replace 4 Snap VDI Thin Clients that are currently used for patron computers with 4 Dell OptiPlex 3080 Micro BTX computers instead. These devices will run Deep Freeze by Faronics to minimize the amount of maintenance required. Scheduled updates will need to occur with these computers, but should be minimal.

2. Scope of Services

The IT support desired includes but is not limited to:

- Network Services
- Network Security
- Software and Hardware Management
- User management
- Infrastructure Support
- Data Backup and Maintenance
- Disaster Recovery
- On-Site and Remote Client Assistance
- Technology Planning and Training

We are looking for a responsive firm that can handle moving at the pace we set and adapt to our internal processes. The successful candidate should also be able to communicate effectively, and promptly with Library Director, Business Manager, and any FVTPL staff that need assistance. The ideal firm will have a quick response time, excellent customer service, strong project management skills, and can be relied upon to assist us in creating and maintaining a strong IT infrastructure while keeping up to date on emerging technologies.

The successful firm will be able to assist with and perform the following:

- Scope, manage, and complete projects within an agreed-upon time frame.
- Assess and coordinate all IT functions and library technology that serve the staff and general public, including all equipment, software, and virtual systems.
- Assist FVTPL staff in creating a technology plan that details our current technology status and identifies future needs. This plan would also include an equipment replacement timeline with costs for budgeting purposes.
- Assist Technology staff in training and development of newly implemented technologies.
- Provide FVTPL staff with written documentation and instructions for all areas of IT and client-facing documentation when relevant, to be updated whenever a change occurs.
- Serve as both on-site and off-site remote support for handling emergencies and regular maintenance of technology equipment.
- Provide a system for staff to submit, track, and respond to support requests.

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

- Regular IT meetings with the FVTPL Director to discuss current projects and long-term planning for the library including the need for future projects and budget considerations.
- Project lists, reports, and statistics including but not limited to: monthly and annual wireless internet usage reports; and support ticket statistics.
- Maintain detailed documentation about the hardware/software resources provided at FVTPL and make that documentation available to library staff.
- Establish and maintain inventory and lifecycle policies for hardware/software investments as well as other IT best practices.

- Propose upgrades and changes and work with FVTPL staff on purchasing new equipment and software, recognizing that FVTPL will purchase from the vendor providing the best options available to the library
- Respond and provide support to technology requests promptly as dictated by the service level agreement.
- Upgrade systems during times that are convenient to FVTPL patrons and staff.
- Work directly with any FVTPL vendor, to the best of your ability, to resolve IT-related issues for specialized services including but not limited to: Integrated Library System, PC management software, print-release software, printer and copier support, website host, etc.
- Stay up to date on technologies that impact libraries and make recommendations to improve and expand library offerings.

2.1 Proposal Requirements

The Library intends to sign an initial contract for one year. Subsequently, FVTPL would consider a three-year contract, contingent upon a good working relationship with the vendor and the availability of funding. Proposals must be prepared on standard 8 ½"x11" paper. Proposals should include the following information, organized in this order:

1. General Company Information

- Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc.
- Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to libraries

2. References Provide references from similar-sized organizations that you currently manage or have managed. One reference must be from a public library. References should include:

- Organization name
- Contact person and title
- Contact information including address, phone number, and email address

3. Security

- Describe your strategy for securing your clients' data, software, and hardware. Include your company's policies as well as any security certificates that you possess.
- Explain how you will ensure that security clearances for the IT system you maintain will be adhered to.
- Describe how you would maintain the confidentiality of all the sensitive information of the Library in compliance with Indiana Public Library laws and regulations.

4. Client Management

- Describe all staff that will be utilized to perform contractual duties under your proposal and include their certifications, experience, and duties.

5. IT Service Levels

- Describe your help desk system.
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe your plans for disaster recovery.
- Describe how IT support representatives will serve FVTPL on and off-site.

- Describe how major software upgrades will be applied and what upgrades or services will require additional fees.
- 6. Monitoring**
- Describe how you would document and record maintenance, installation, performance, and changes in the system. ☐ Describe the documentation that you would make available to the Library at the end of the contract period.
7. **Sample Contract** Include a recommendation of schedule or number of hours, a service level agreement, and emergency response services.
8. **Transition Plan** Include a timeline and required documentation needed for a successful service transition.
9. **Fees** Please provide all fees associated with the proposed contract for services. The following should be included in our base computations:
- Fees for service initiation
 - Ongoing fees (with detail of what is included and excluded therein)
 - i. Please note that we will not require service for all hardware listed on page 5. Items requiring service include:
 - ☐ 10 staff computers and 1 laptop (4 Dell OptiPlex 3050 Desktop Computers, 4 Dell OptiPlex 3080 Micro BTX, 1 Dell OptiPlex 3060, 1 Dell OptiPlex 3070, 1 Dell Inspiron 15 5000 Laptop)
 - ☐ 4 computers for public use running DeepFreeze to minimize service requirements (4 Dell OptiPlex 3080 Micro BTX)
 - Optional fees Make sure to describe what are optional and/or additional fees outside of the regular service fee. These may include:
 - Extra work which is outside of the proposal
 - Optional ongoing services
 - Response and emergency fees

3. Submission Guidelines

3.1 Submission Guidelines

Completed proposals may be submitted by mail, email, or as shared documents. The deadline to submit is Tuesday, June 1st, 2021, 5:00 pm EST. Proposals received beyond the deadline (date and time) will not be considered.

Prior to proposal submissions, Vendors may schedule an Optional Onsite Meeting on May 24 or May 26. FVTPL invites Vendors to schedule a site visit to better understand the library's technology needs. To schedule a site visit, the Vendor should contact Melissa Dragoo no less than two business days in advance of the day they wish to visit. Visits must be scheduled between 3:30 p.m. and 5:00 p.m. EST.

Mail

Fortville-Vernon Township Public Library
 Attn: Melissa Dragoo
 625 East Broadway St.
 Fortville, IN 46040

Email and Document Sharing

Mdragoo@fortville.lib.in.us

3.2 Evaluation Criteria

FVTPL will evaluate the proposals based on the criteria below, listed in no particular order of importance. FVTPL reserves the right to select the Vendor deemed most suitable, which may or may not be the lowest cost Vendor.

- Cost
- Scope of work
- Quality of the proposal
- Qualifications
- Past record and experience
- References
- Other factors deemed relevant

3.3 Selection Process

FVTPL reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Vendors. The purpose of any such discussions shall be to ensure a full understanding of the proposal. If clarifications are made as a result of such discussion, the Vendor shall put such clarifications in writing.

After the proposal deadline, FVTPL Director will review all proposals and interview selected candidates as necessary. FVTPL Director will then select a candidate and negotiate a contract with that candidate. Finally, the contract will be presented to the Board of Trustees for final approval. The approved vendor needs to be ready to begin working with the library by June 1st, 2021.

4. General Terms and Conditions Governing the RFP

Vendor Rights

All materials submitted in response to this RFP becomes the property of FVTPL upon delivery and shall be appended to any formal documentation which would further define or expand the contractual relationship between FVTPL and Vendor. No proposals or supporting documentation will be returned to Vendor.

Reservation of Rights

The issuance of the RFP does not commit FVTPL to award an Agreement, to pay any costs incurred in the preparation of a proposal, or to otherwise contract for any Services. FVTPL reserves the right to award an Agreement for only part of the Services specified in this RFP, to use additional Vendors, to negotiate

different terms and conditions with any Vendor after opening all of the proposals, or to cancel in part or in its entirety this RFP, if it is in the best interest of FVTPL to do so. FVTPL will evaluate the proposals based upon the effectiveness of the perceived performance as established in the evaluation criteria and as it relates to FVTPL's specific requirements. The lowest proposed service fee in a proposal shall not necessarily be selected. FVTPL specifically reserves the right to reject any or all proposals received or any part thereof, or to waive any defects or informalities in a proposal when it is determined by FVTPL to be in FVTPL's best interest.

Late Proposals Not Considered

Proposals received after the stipulated Submission Deadline will not be considered.

Ambiguity, Inconsistency, or Error in the RFP

Any Vendor believing that there is any ambiguity, inconsistency, or error in the RFP shall promptly notify FVTPL in writing of such apparent discrepancy. Failure to so notify FVTPL by the RFP Submission Deadline will constitute a waiver of claim of ambiguity, inconsistency, or error.

Vendor Inconsistencies, Errors, or Omissions

FVTPL is not responsible for any Vendor's inconsistencies, errors, or omissions.

Addenda

FVTPL shall not be responsible for any oral instructions given by any employee or consultant of FVTPL concerning the RFP instructions, technical information, existing conditions, or other documents as described in this RFP. Any changes will be in the form of a written addendum, which will be furnished to all Vendors who have received the RFP.

Rejection of Responses; Protest by Vendor

FVTPL reserves the right to reject any or all responses received, or any part thereof; to accept any response or any part thereof, or to waive any informality when it is deemed to be in FVTPL's best interest. Any Vendor objecting to the rejection of a proposal, or portion thereof, or the award of an Agreement resulting from the RFP, shall lodge that protest, in writing, with FVTPL no later than 5:00 PM local time of the fifth (5th) calendar day, following the release of FVTPL's Notification of Intent to Award Contract letter.

Warranties

Each Vendor submitting a proposal in response to this RFP warrants and guarantees that the Vendor is fully capable of performing every task outlined in the proposal unless specific exceptions thereto are made in the Vendor's Proposal Submission.

Exceptions

FVTPL intends to award the Agreement on a fair, competitive basis. For this reason, FVTPL may view the notation of any "Exception" in response to any material conditions or requirement of the RFP as an attempt by the Vendor to vary the terms of the RFP, which, may result in giving such Vendor an unfair advantage over other Vendors. For this reason, FVTPL will, at its option, not allow exceptions to any

material requirement if, in the opinion of FVTPL, the exceptions alter the overall intent of this RFP, unless the exception would be of material benefit to FVTPL.

Vendor Certification

By submission of a proposal, each Vendor certifies that it has not paid or agreed to pay any fee or commission or any other item of value contingent on the award of an Agreement to any employee, official, or currently contracted consultant of FVTPL.

News Releases

News releases or other public announcements about the award of the Agreement for the Services requested shall not be made without prior approval of FVTPL.

Investments

By submission of a proposal, the Vendor certifies that the Vendor is not engaged in any investment activities in Iran pursuant to Indiana Code § 5-22-16.5-13(b).

Out of State Vendor

It shall be a condition to the Agreement that any out-of-state Vendor that may be selected as Contractor shall be duly registered and qualified to do business within the State of Indiana.