



Request for Proposal (RFP): Managed IT Services Contract

I. Introduction

The Hackley Public Library ("HPL") seeks proposals from qualified IT Service Providers to manage IT Services at 316 and 315 W. Webster Ave., Muskegon, MI 49440 facilities. We invite experienced and reputable IT-managed service providers to submit their proposals for this critical project.

A walkthrough is scheduled for **March 22 from 9 AM to 11 AM**, and interested parties are requested to confirm attendance. Please meet at the main entrance of the Library on the specified date and time for the walkthrough.

II. Project Overview

The project includes outsourcing the management of a public library IT infrastructure and services, including proactive monitoring, maintenance, support, and strategic guidance. The project aims to leverage the provider's expertise and resources to ensure efficient, secure, and compliant IT operations for the Library and its facilities.

The provider shall follow industry best practices, comply with relevant regulations, and meet agreed-upon Service Level Agreements (SLAs) for response times, issue resolution, system uptime, and performance standards.

HPL utilizes various vendors for its services, as indicated in parentheses throughout the RFP. We are open to exploring standardization opportunities across our technology scope to reduce costs and streamline services. However, proposed changes or vendor consolidations must undergo rigorous evaluation to ensure they deliver appropriate service levels that are cost-effective, equivalent, or improved over our current arrangements.

Please clearly outline all upfront costs associated with the proposed managed IT services. This should include, but is not limited to, any initial setup fees, onboarding charges, equipment costs, software licensing fees, or any other expenses incurred at the start of the engagement. Comprehensive details regarding upfront pricing are required for your proposal to be considered. Additionally, please specify the rates or costs for any non-contract work or services that fall outside the scope of the managed IT agreement.



III. Scope of Work

The HPL comprises two sites: the primary location with approximately 25 users running Dell/HP laptops and desktops (all Windows devices) and a secondary location with five users running Dell/HP laptops and desktops (all Windows). HPL has a small data center at the headquarters, utilizing VMware server virtualization and G-Suite for email hosting and desktop/laptop business productivity applications. Roughly 1,000+ general public clients access HPL's public computers monthly. The HPL network consists of the following components:

PC Laptops – 18	Physical Servers - 2
PC Desktops – 29	NAS - 1
iPads – 50 (Some for public use)	Microfilm Readers - 3
Printers – 10	UPS - 5
Switches – 8	

A. Core Services

- Remote Monitoring and Management: Proactive monitoring and management of servers, networks, workstations, and applications using advanced tools to identify and resolve issues quickly with little or no downtime.
- Help Desk Support: End-user technical support and troubleshooting through a centralized help desk for software, hardware, and operational issues. This includes ongoing follow-up and customer service to ensure problems are resolved satisfactorily.
- Onboarding and Offboarding: HPL onboards and offboards approximately 1-2 people per 6 months to 1 year, mostly part-time. Only full-time staff members require computers; new full-time hires typically acquire existing equipment. New equipment, if necessary, is ordered while funding approval is completed (usually a laptop, docking station, monitors, etc.).
- Cybersecurity Services: Implementation and management of appropriate levels of security solutions, including firewalls, antivirus, vulnerability scanning, and incident response, to protect systems and data from cyber threats.
- Backup and Disaster Recovery: Robust data backup strategies and disaster recovery plans to ensure business continuity during data loss, system failures, or disasters. (VEEAM)
- Cloud Services: Migration, management, and optimization of cloud infrastructure and applications.
- Vendor Management: Procurement, deployment, and management of hardware, software, and other IT assets, leveraging expertise and vendor relationships

B. Security Systems Management



- Administration and support for Security Camera System (Ocularis)
- Administration and support for Key Card System (Access IT)
- The organization seeks to migrate its security infrastructure to a cloud-based system and upgrade some cameras.

C. Network Infrastructure Management

HPL recently upgraded all of the network switches with Aruba. Each switch has no security appliance, as all internet traffic is currently routed through the WatchGuard firewall at the primary location. Internet security is provided by Merit, along with a Watchguard m290 Firewall. Both places had their Wi-Fi systems upgraded to Aruba APs and were accessed via the Aruba cloud. The APs are locked into a 5-year plan and were purchased through E-rate.

- Monitoring, maintenance, and support for network switches (Aruba), UPS power backup systems, cabling, wireless access points (Aruba), VPN
- Firewall administration (WachGuard), monitoring, and security updates
- Internet connectivity management (Merit Network Inc.)
- Domain Hosting
- Collaborate closely with the E-rate consultant to ensure that the Library's network infrastructure remains up-to-date and operates optimally

D. Endpoint Management

- Management and support for 23+ staff computers (Dell)
- Windows operating system installation, updates, and licensing
- Client disk imaging and deployment
- Bitdefender Endpoint Security installation and management
- Meeting room projectors, sound, and video conferencing setup

E. Public Computing Services – Public Network

- Management and support for OPACs and 28+ public stations
- Administration and support for Cybrarian – public computer automation (in-house server)
- Management and support for microfilm readers
- Management and support for public and lending iPads (Jamf MDM)
- Ensure compliance with the Children's Internet Protection Act (CIPA) by maintaining and enforcing appropriate internet access controls and filtering measures for all federally-funded internet services, including procedures for monitoring, updating, and reporting on CIPA compliance efforts.

F. VoIP and Collaboration Services



- Administration and support for VoIP system (3CX inhouse server, BCM One, Yealink IP Phones)
- Management of digital display systems
- Assistance in migrating landlines (Frontier to AT&T)

G. Auxiliary Systems Support

- Troubleshooting and support for patron counter (SenSource)
- Management and support for public and staff hotspots (T-Mobile)
- Administration and support for MOS Xerox copiers – Contract ending spring 2024

H. CyberSecurity and Best Practices

- Implementation and enforcement of multi-factor authentication (2FA)
- Reporting and auditing Systems for insurance reports and federal and state compliance
- Knowledge of Zero Trust Networks (ZTNA) and proficiency with SASE architecture
- Notify Library management of any suspected security breach

I. IT Consulting and Strategic Planning

While the listed items may not demand direct oversight or continuous management, it is essential to recognize that some components or aspects require consultation with the respective vendors. In such cases, seeking guidance or support from the product or service providers could prove invaluable in addressing specific concerns, resolving technical issues, or optimizing the functionality of the items in question. Collaborating with knowledgeable vendor representatives can offer insight, troubleshooting assistance, and tailored solutions to ensure the effective utilization of these resources.

- Website development and maintenance
- Guidance on productivity G-suite (Gmail, cloud storage, Google Drive), internal communication platform (Slack), scheduling/time & attendance (Homebase), payroll (ADP), accounting (QuickBooks Online), backup and data storage (Google Drive)
- Advising on security alarm system (Novotny) and fire monitoring system (Johnson Controls)
- Make suggestions for innovative library services
- Reducing spam and phishing attempts

J. Vendor and Compliance Management

- Coordination and liaison with Integrated Library System (ILS) vendor
- Procurement and licensing through TechSoup, MiDeals, and E-rate



- Compliance and Regulatory Support: Assistance in meeting industry-specific compliance requirements, such as HIPAA, PCI-DSS, or GDPR, by implementing appropriate security controls and best practices

K. Service Level Agreement (SLA)

- Clearly defined service levels for response times, uptime, and performance
- Regular service-level reporting and reviews

IV. Proposal Submission

A. Instructions

Qualified firms are invited to submit proposals to the Hackley Public Library by following the bidding documents and specifications. The Library's objective in issuing this Request for Proposal is to obtain competitive bids from which it will select a contractor to provide outsourced managed IT.

The proposal must include the following sections to be considered:

1. Service Level Agreement (SLA)

Our Legal Team will require the Library to review the final agreement comprehensively. Additionally, we aim to incorporate a clause that outlines options for arbitration and exit strategies, ensuring the Library retains the flexibility to explore alternative dispute resolution mechanisms and the ability to terminate the agreement under specific circumstances, should the need arise.

- Include a standard Service Level Agreement
- The SLA should clearly define the services to be provided, response times, uptime guarantees, escalation procedures, and any penalties or credits for missed targets
- Hours of operation and costs for service outside regular hours of operation
- Processes and procedures to stay up-to-date with the latest security and configuration standards, as well as industry best practices
- Approach to performing regular security audits, addressing breaches/intrusion, preventing loss of data and functionality as well as reducing downtime
- Approach to systems enhancements and procurement and purchasing process
- Provide contract period options

2. Service Scope and Deliverables

- Detailed scope of services document outlining the specific IT services, systems, and applications the vendor will manage and support



- Provide details on your relationships with Value-Added Resellers (VARs) and Original Equipment Manufacturer (OEM) channels. Include information on any margins, incentives, commissions, or other forms of compensation you receive from these partner relationships.
 - Outline your communication strategy for disseminating routine and urgent notifications to end-users and management. Communication should encompass scenarios such as system upgrades, outages, remediation efforts, security warnings (including virus alerts, phishing concerns, and system breaches), and other relevant communications.
 - List of any services the vendor will not manage or support
3. Pricing and Contract Terms
- Detailed pricing structure, including any initial setup fees, monthly/annual costs, and pricing for additional services or resources
 - Include standard contract terms and conditions
 - Clearly outline any costs the managed IT provider will not cover as part of the contracted services listed in this RFP. For any services or support that falls outside the scope of the contract, the SLA should specify the associated non-contract costs that the Library would incur for the provider's assistance or consultation.
5. Security and Compliance
- a. List security practices and certifications
 - b. List compliance with relevant standards to pertain to a public library or governmental agency
6. Staffing and Expertise
- a. List of team qualifications, certifications, experience
 - b. Description of staff-to-client ratio and processes for knowledge transfer and staff continuity
7. Client References
- Provide a list of three existing clients who prefer those in the public library, nonprofit, or government sectors or those with comparable IT needs.

B. Proposal Submission

HPL reserves the right to delay, amend, reissue, or cancel, in whole or in part, this RFP (Request for Proposal) at any time without prior notice. HPL also retains the right to modify the RFP process and timeline. This RFP does not obligate HPL to accept any proposal or execute an agreement with any bidders, nor is HPL responsible for any costs incurred by the respondents in preparing responses to this RFP. HPL reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award the contracts in whole or in part as is determined to be in the best interest of HPL. Furthermore, HPL reserves the right to negotiate



with any respondent after proposals are reviewed if such action is deemed to be in the best interest of HPL.

To be considered by HPL, two (2) copies of the complete proposal must be received no later than April 8, 2024, at 5 PM. Proposals shall be addressed to:

Joseph Zappacosta, Director
Hackley Public Library
316 W. Webster Ave.
Muskegon, MI 49441

The lower left corner of the submittal envelope should be marked:

PROPOSAL MANAGED IT SERVICES CONTRACT - HPL

Submitted proposals become the property of the Library and will not be returned.

V. Evaluation Criteria

Proposals are to be evaluated based on the following criteria:

1. Outline of all upfront costs associated with proposed managed IT services
2. Cost-effectiveness and competitiveness of the proposal
3. Rates or costs for any non-contract work or services that fall outside the scope of the executed IT agreement or hours of operation
4. Timeliness and feasibility of the proposed solutions
5. References and client satisfaction

VI. Contact Information

For inquiries and clarifications regarding this RFP, please contact:

Joseph Zappacosata, Director, Hackley Public Library, jzappacosta@hackleylibrary.org, (231) 722-8003