



PLACENTIA LIBRARY DISTRICT

411 East Chapman Avenue, Placentia, CA 92870-6198

714-528-1925 Phone

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www.placentialibrary.org

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Date: September 19, 2012

SUBJECT: Request For Proposals (RFP) –Information Technology Services (IT Services)

Submit Written Bid To: Placentia Library District
Attn.: Administration
411 E. Chapman Ave.
Placentia, CA 92870
714-528-1925, ext. 201

Written Bids Shall Be Submitted By:

Date: October 18, 2012

Time: 5:00 p.m., PST

NO EXCEPTIONS

Late submittals will not be considered. Written bids must be received by the time and at the location specified above. Postmarks will not be accepted. Bids addressed to anyone other than the designation specified above under "Submit written Bid to" section will not be accepted.

Note: All submitted bids shall be sealed.

It is recognized that this Request For Proposal does not identify every possible feature that would be of benefit to the Placentia Library District. Thus, bidders are encouraged to identify problems, solutions, or any additional features which would be of benefit to the Placentia Library District and pertinent to their proposals. Bidders are required to provide as much detail as possible in this proposal process regarding scope of services.

INTRODUCTION

The Placentia Library District owns, operates and maintains its building at 411 E. Chapman Avenue, Placentia, CA 92870. The District is a special district, independent of the City and County. It has four departments: Administration, Circulation, Children's Services and Adult Services. It is the District's intent to use the information provided by the bidders to present recommendations to the Library Board of Trustees. Such information needs to include major systems replacement schedules and budgets accordingly for improved management of the District's technology system. The proposals shall identify opportunities for replacing, repairing or upgrading various components of the technology system using the most sustainable, cost effective, and efficient technology available.

BACKGROUND INFORMATION

Placentia Library District does not have an IT Department and is currently using an Independent IT Consultant to provide services on an as needed basis.

Hardware includes thirty-seven (37) staff computers, fifty-five (55) public computers, two (2) print/copy machine stations and three (3) servers. All equipment varies in age, specifications and software. The servers have different memory and hard drive capacities. Windows software is the prevalent operating system used throughout.

PROPOSAL REQUIREMENTS

Proposals should be prepared with a detailed description of services to be provided with a straight forward and concise description of the firm's ability to meet the requirements of the RFP. Proposals shall be written in ink or typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing proposal. Firms are encouraged to provide clear, concise proposals that contain only information required to respond to the needs of this project. At a minimum, the proposal shall include the following:

1. General Information – The firm shall provide general information describing the firm size, office locations and relevant firm capabilities.
2. Project Schedule – The firm shall submit a proposed project schedule identifying key tasks and milestone dates and their associated duration.
3. Project Team – The firm shall identify the team to be assigned to the project by name: this includes the project manager and other key team members. The firm shall assign a primary representative and an alternate to perform the services described in the scope of work. The firm's project manager shall remain in charge of all duties from contract negotiations through the completion of the contract. If the primary representative is unable to continue with the contract, then the alternate representative shall become the primary representative.
4. Experience/Qualifications – The firm shall submit a copy of one recent similar contract that reflects the quality of their work. They shall also provide information on recent projects similar in nature to the proposed to document the firm's expertise, experience and ability to complete the proposed project in a timely manner. A list of three references with name, address, phone number and contact person(s) shall also be provided.
5. Project Cost – The firm shall provide a breakdown outlining the projected hours to be spent on each portion of services described in the Scope of Work.
Firm's invoices will therefore correspond to the specific deliverables identified.
6. Proof of Insurance – The successful bidder shall submit the appropriate Liability Insurance including, Worker's Compensation policy coverage to the satisfaction of the Placentia Library District.

The District intends to award a contract to a vendor that is able to provide quality work to its facility at 411 E. Chapman, Placentia, CA 92870 and offers the best value to the District. However, the District reserves the right to reject any or all proposals, in whole or in part, submitted in response to this RFP. The District further reserves the right to negotiate the terms and conditions of any final contract to purchase the item(s) described herein. Questions and requests for further information and/or clarification of the RFP should be directed to:

Yesenia Baltierra, Business Manager
411 E. Chapman Avenue
Placentia, CA 92870
(714) 528-1925 x 201
ybaltierra@placentialibrary.org

PROJECT DESCRIPTION

The Placentia Library District of Orange County is requesting proposals from qualified vendors to supply, install and support the District's IT services including but not limited to: network, secure server/data back-up, audio/visual, inventory, website, e-mail, security and equipment infrastructures and systems, including all appropriate hardware/software. The services requested are divided into two main categories, Preventative Maintenance and As Needed Basis. Placentia Library District expects bidders to define, in detail, the approach to be used for the services requested. Description of time and cost must be included in the proposal.

SCOPE OF WORK-General Description

Assessment:

Assessment of equipment and software efficiency must be conducted on an annual basis, as long as contract is current. Annual assessment will be due November 1st of each year. Assessment must include efficiency, life expectancy, capacity and speed. It must also include recommendations that will help eliminate any unanticipated expenses during the year such as, equipment/software replacements or upgrades. Initial assessment of equipment/software will be required within one (1) month of signed contract.

IT Services include:

Provide IT support functions to all staff and public computers, laptops, servers and printers to include, but not limited to:

- Maintain computers in effective and efficient working conditions.
- Install and configure hardware and operating systems.
- Update licensing activations, registrations and downloads.
- Install and configure network switches, routers, firewalls and wireless devices.
- Configure firewall for mail flow and remote email access.
- Support for auditing trail of all access made to the system, e.g., tracking hacker attempts.
- Provide secure back-up of all servers/computers on a daily basis.
- Provide onsite testing, validation and training to employees.
- Provide timely response to repair request and maintenance work.
- Provide proactive monitoring of network system.
- Manage and add functionality to website.
- Provide telephony management and planning.
- Provide systems integration.
- Maintain documentation of network service conducted.
- Possess knowledge and experience with Horizon, Envisionware, Deep Freeze, MS Exchange and Smart Filter software and equipment.
- Create equipment replacement plan for staff and public computers.
- Create/manage/delete user mailboxes and email aliases.
- Provide weekly status reports on technology updates.
- Maintain online resources connectivity to server/network system.
- Maintain list of all MAC addresses, IP addresses, ports, etc., for all equipment attached to network.

Other:

- Must include any other vital information not mentioned above.
- Provide licenses, permits, or fees as required by the City of Placentia at bidders expense.

WORK SCHEDULE AND CONDITIONS

Work is to be performed during regular Library hours, this may include evenings and weekends or as agreed upon with the Placentia Library District. The Contractor shall provide appropriate barriers and shall protect persons and property from any related injury or damage.

Work shall be done in conformance to the current editions of the California Building Codes, including any amendments or local requirements established by Orange County and/or the City of Placentia. Procurement of appropriate permits for the work and arrangement of inspections by the authorities having jurisdiction, if required. Upon completion of the work, submitted certificates of inspection and acceptance as well as waivers from sub contractors and suppliers liens are required before final payment.

Each Bidder is expected to get fully acquainted with the local conditions and factors, which would have any effect on the performance of the contract and/or the cost. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award. The bidder may request clarifications from the Placentia Library District regarding these conditions. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Placentia Library District. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Placentia Library District on account of failure of the Bidder to know the local laws and conditions.

Bidder is expected to visit and examine the location of the Placentia Library District and its surroundings and obtain all information that may be necessary for preparing the bid at their own interest and cost. An appointment must be made in order to have access to all areas of the building. Appointments can be made by calling the Business Manager at (714) 528-1925, ext. 201 or at ybaltierra@placentialibrary.org.

SELECTION PROCESS

By submitting and signing the proposal, the Firm acknowledges they have read, accept and agree to be bound by the terms and conditions of the proposal. The District shall have the right to waive informalities and irregularities in a proposal received and to accept the proposal which, in the District's judgment, is in the District's best interests.

Successful bidder will be required to provide invoices for all completed work and submit to Placentia Library District at 411 E. Chapman Avenue, Placentia, CA 92870, Attention: Administration. The Library is open Monday-Thursday from 9:00 a.m. - 9:00 p.m., Saturday from 9:00 a.m. - 5:00 p.m. and Sunday from 1:00 p.m. - 5:00 p.m. The Library is closed on Fridays. The Administration staff is available Monday-Thursday from 9:00 a.m. - 6:00 p.m.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Business Manager. If the insurance as evidenced by certificates furnished by the Contractor expires or is cancelled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the Placentia Library District Administration Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract.