



REQUEST FOR PROPOSALS
FOR
INFORMATION TECHNOLOGY (IT)
MANAGE SERVICE PROVIDER
FOR
HARTFORD PUBLIC LIBRARY

ISSUE DATE:

FRIDAY - DECEMBER 3, 2021

SUBMISSION CLOSING DATE:

MONDAY - DECEMBER 17, 2021
4:00PM (EST)

Background

HPL is a one of the oldest public libraries in the country. Founded as the Hartford Library Company in 1774, the Hartford Public Library of today serves the residents of Hartford, the greater Hartford region, and the State of Connecticut from 6 locations with robust programs, services, facilities, and collections that promote a literate and engaged community. HPL is incorporated as a 501(c)3 Non- Profit organization. HPL is in the process of developing a new strategic plan where technology will be leveraged to meet strategic goals.

Introduction

The purpose of this Request for Proposal (RFP) is to provide interested parties with information to enable them to prepare and submit a Proposal for a managed service provider. Proposers are to provide proposal responses and costs for each section separately to allow for a selection of services. The core service which will be purchased is listed below in the Summary of Services Requested. The library is looking for a collaborative partner to support our mission.

SUMMARY OF SERVICES REQUESTED

Core Services included:

The Hartford Public Library (HPL) is requesting proposals for an IT Managed Service Provider as follows:

1. IT Infrastructure installations, management & maintenance (24/7/365)
2. IT Security
3. Disaster Recovery
4. Project Management for end-to-end Enterprise-wide IT projects
5. Help Desk Coverage during planned absences

Potential Ad Hoc Services to include:

1. IT Architecture Services
2. IT Technical Support on site for in-house managed projects

PROPOSALS

Proposals are to be submitted in hard copy with one original and five copies and one flash drive containing the submitted proposals. The submissions need to be in a sealed envelope labeled:

Hartford Public Library Request for Proposal
IT Managed Service Provider
RFP#01-IT-2022.

PROPOSALS ARE TO BE DELIVERED TO:ATTENTION: **MARY TZAMBAZAKIS, CHIEF ADMINISTRATIVE OFFICER**

HARTFORD PUBLIC LIBRARY
 ADMINISTRATIVE OFFICES , 3RD FLOOR
 500 MAIN STREET
 HARTFORD, CT. 06103-6312

Calendar of Events

Listed below are tasks and due dates related to this RFP. In the event that the Library finds it necessary to make changes to the schedule it will do so by updating the HPL website on the Request for Proposals page located in the About section of the library's website.

Event	Date
RFP Issue Date	December 3,2021
Last Date to Submit Questions for RFP	December 10,2021
RFP Due Date	December 17,2021
Short List – Select 3 Vendors for Interview and/or Presentation	December 27,2021
Vendor Interview and/or Presentation	January 5 – 6,2021
Vendor Selected	January 7,2022
Contracting Period	January 10 -14, 2022
Contract Start Date (Target)	January 24,2022

Note: All proposers please note of the dates listed for interview and/or presentations and plan accordingly if selected.

Hartford Public Library reserves the right to waive information in any proposal, or reject any or all proposal or to accept the proposal deemed most favorable to the Library's interest.

CLARIFICATIONS AND/OR REVISIONS TO SPECIFICATIONS AND REQUIREMENTS

If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should immediately notify the Chief Administrative Officer via email at ITRFP@hplct.org . The email should identify the issue and concern which requires review.

Any questions concerning the subject matter of the RFP must be submitted via e-mail on or before **DECEMBER 10, 2021, by 4:00 p.m. (EST)**. Q & A will be posted on the library website hplct.org.

CONTACT WITH LIBRARY PERSONNEL OR VENDORS

From the date of release of this RFP, until completion of the process all contacts with library employees, regarding this RFP shall be made through the Chief Administrative Officer, Mary Tzambazakis. Contact with other personnel regarding this RFP is not permitted during the procurement process and violation of these conditions may be considered sufficient cause for automatic rejection of a Proposal.

CONTRACT TERM

The initial contract term will be three (3) years (Initial Term) with three (2) two-year renewal terms upon mutual written agreement.

INCURRING COSTS

Hartford Public Library is not liable for any cost incurred by a Proposer in the process of responding to this RFP.

NO OBLIGATION TO CONTRACT

Hartford Public Library reserves the right to cancel this RFP for any reason prior to the award.

RETENTION OF RIGHTS

Hartford Public Library retains the right to accept or reject any or all proposals if deemed to be in its best interest.

All proposals become the property of Hartford Public Library upon receipt. All rights, title, and interest in all materials and ideas prepared by the Proposer for the proposal to the Library shall be the exclusive property of Library and may be used by the library at its option.

PREPARING AND SUBMITTING A PROPOSAL

General Instructions

All prospective bidders are required to submit a completed RFP. Any missing or incomplete information may result in disqualification.

Proposals will be reviewed and short listed to 3 vendors. Proposers shall be required to attend an on-site interview. Selection shall be based on written proposal submissions, interview, references, best value, and pricing to the library.

Failure to respond on due dates or proposal missing information in the RFP may result in disqualification.

Submitting a Proposal

Proposers shall submit one (1) hard copy original marked "original", five (5) exact hard copies and one (1) electronic version of all files via USB drive.

RFP submissions must be received by the deadline and marked to the attention of:

**Mary Tzambazakis
Chief Administrative Officer
Hartford Public Library
500 Main Street
Hartford CT. 06103-3075**

Proposals must be received by at the address above no later than 4:00p.m. EST on December 17, 2022. All Late Proposals will not be evaluated.

All Proposals shall show the following information on the outside of the package:

**Hartford Public Library Request for Proposal
IT Managed Service Provider
RFP#01-IT-2022.
Proposer's (Company) Name, Address and Contact Information
Attention: Mary Tzambazakis, Chief Administrative Officer
RFP Due Date and Time**

Proposal Organization and Format

Proposers responding to this RFP must comply with the following format requirements. The library reserves the right to exclude any responses from consideration that do not follow the required format as instructed below.

Tab 1 – Cover Sheet

Tab 2 – Table of Contents

Provide a table of contents clearly identifying and corresponding page numbers of the Proposal.

Tab 3 - Transmittal Letter

The transmittal letter must be written on the Proposer's official business stationery and signed by an official authorized to legally bind the Proposer.

Include in the letter:

1. Name and title of Proposer representative.
2. Name and address of company.
3. Telephone number, fax number, and email address.
4. IT Managed Service Provider RFP#01-IT-2022

5. An itemization of all materials and enclosures submitted in response to the RFP.
6. A confirmation statement that all RFP requirements have been reviewed by the Proposer.
7. A statement that the Proposer believes its proposal meets all the requirements set forth in the RFP.
8. A statement indicating that the Proposer understands and agrees that it has an affirmative duty to inquire about and seek clarification of any question or other items in the RFP.
9. A statement that the Proposer's organization has arrived at the prices without consultation, communication, or agreement with any other respondent, or with any competitor for the purpose of restricting competition.
10. A statement that the prices quoted in the response have not been knowingly disclosed by the Proposer's organization directly, or indirectly, to any other respondent or to any competitor.
11. A statement that no attempt has been made or will be made by the Proposer's organization to induce any other person or firm to submit or not to submit a response for the purpose of restricting competition.
12. A statement acknowledging the Proposal conforms to all rights of the Library including Procurement rules and procedures articulated in this RFP, all rights terms, and conditions specified in this RFP.
13. A statement acknowledging that the Proposer agrees to adhere to all terms and conditions of this RFP.
14. A statement that the individual signing the Proposal is authorized to make decisions as to the prices quoted, and that she/he has not participated, and will not participate in, any action contrary to the RFP.
15. A statement of the Proposer's assurance the Proposal will remain in full force and effect for at least ninety (90) days from the Proposal due date.
16. A statement that the Proposer is an expert in the types of systems, functions, and tasks proposed and understands that the Library will be relying on this expertise; and
17. A statement that the Proposer will be making a number of representations outside of its formal Proposal document in possible discussions, presentations, negotiations, and other interactions and as such hereby warrant to the Library that it may rely on these statements and may incorporated into the subsequent contract.

Tab 4 - Response to Mandatory Requirements

Provide a point-by-point response to each question specified in this RFP. Responses that fail to meet this requirements may be rejected. Provide a point-by-point response to each requirement specified in the RFP. Responses to requirements must be in the same sequence and numbered as they appear in the RFP.

Tab 5 – Terms and Conditions

Agreement that the contract shall be in the form provided by the Hartford Public Library.

Tab 6– Required Forms

Include here the completed forms required in the RFP.

Under Separate Cover - Cost Proposal Information

Provide all cost information in Cost Sheets according to the instructions provided. Include all costs for furnishing the product(s) and/or service(s) included in this Proposal. Identify all assumptions on the “Pricing Assumptions” tab. Failure to provide any requested information in the prescribed format may result in disqualification of the Proposal.

No mention of the cost proposal is permissible in the response to any other section of this Request for Proposal.

Proposals

If a proposal is submitted by a joint venture or similar partnership of Proposers or work is subcontracted the proposer must disclose the name of the entity or entities and nature for the relationship. Failure to disclose said relationship can result in disqualification and/or be grounds for contract termination based on failure to disclose.

Withdrawal of Proposals

Proposals shall be irrevocable until contract award unless proposal is officially withdrawn. Proposers may withdraw a proposal, in writing, and must be signed by an authorized representative of the company at any time up to the proposal closing date and time received by the Chief Administrative Officer.

EVALUATION AND CONTRACT AWARD

Preliminary Evaluation

Proposals will first be reviewed to determine if they contain the required forms, meet the submittal instructions, respond to questions, and meet all mandatory requirements. Failure to meet mandatory requirements will result in Proposal rejection. In the event that no Proposer meets a specified requirement(s), the Library reserves the right to continue the evaluation of the Proposals and to select the Proposal most closely meeting the requirements specified in this RFP.

Proposal Scoring

Accepted Proposals will be reviewed by an evaluation team and scored against the stated criteria. A Proposer may not contact any member of an evaluation team.

Selection Sequence

1. Written proposal evaluation.
2. Three (3) Top proposals selected for Interview and/or Presentation
3. Interview and/or Presentation
4. Selection based on written proposals, interview, service offerings, references, and best value of pricing.

Evaluation Criteria

Scoring criteria will consider completeness of submissions, ability to provide services requested, experience similarly sized customers, staff qualifications, and size of the entity. Three finalists shall be selected and invited to participate in interviews and/or presentation. Final selection shall be based on written proposal, references of three finalists, interviews and/or presentations, and best value in pricing.

Proposer Interviews

The library will attempt to schedule interviews and/or presentations at a time that is mutually agreeable. Meetings may be held at Hartford Public Library 500 Main Street, Hartford, CT. 06103 or via zoom at the library's discretion.

Award and Final Offers

Award(s) based on the highest scoring Proposal(s) , Interview and/or Presentation, best value in pricing and in consideration of the Library's best interests. The library also reserves the right to award within only one category of service as determined by the Library's best interests.

The Library will compile the final scores for all sections of each responsive Proposal. The award will be granted in one of two ways. The award may be granted to the highest scoring responsive and responsible Proposer. Alternatively, the highest scoring Proposer or Proposers may be requested to submit final and best offers. If final and best offers are requested by the Library and submitted by the Proposer, they will be evaluated against the stated criteria, scored, and ranked by the evaluation committee. However, a Proposer should not expect that the Library will request a final and best offer.

The Library reserves the right to award to one, or more than one Proposer, as determined by the Library's best interests. The Library is the sole determinant of its best interests.

Offer in Effect for 90 Days

A Proposal may not be modified, withdrawn, or canceled by the Proposer for a 90-day period following the deadline for proposal submission as defined in the Calendar of Events, or receipt of best and final offer, if required, and Proposer so agrees in submitting the Proposal.

Notification of Intent to Award

Proposers will be notified in writing of the Library's intent to award the contract resulting from this RFP.

Right to Reject Proposals and Negotiate Contract Terms

The Library reserves the right to negotiate the terms of the contract, including the award amount, with the selected Proposer prior to entering into a contract. If a Contract between the Library and the successful Proposer cannot be executed by both parties within thirty (30) days after the notice of intent to award the Contract, the Library may choose to cancel the first award and commence negotiations with the next highest scoring Proposer.

GENERAL PROPOSAL REQUIREMENTS

In the event there is an individual requirement that no Proposer is able to meet, the Library reserves the right to eliminate that individual requirement; in such case, the Library shall continue the evaluation of Proposals and select the Proposal that most closely meets the remaining requirements specified in the RFP.

Mandatory Proposer Qualifications:

Proposer must have a minimum of 5 years' experience providing managed service solutions to 10 or more customers (public or private sector), each with at least 100 end users. Services must be provided within a 50-mile radius of Hartford and select services must be provided onsite at any and/or all Library locations include the datacenter where library equipment is housed. Proposers are expected to attend an Initial kick-off meeting with the Library 's IT Team.

Mandatory Contract Performance Requirements

Within ten (10) calendar days of Contract award, Proposer must provide a draft a transition plan to begin its work for the Library. The plan shall include the chronological outline of all activities to be performed during the on- boarding phase including key timelines, deliverables, and responsibilities of each party. In addition, a separate section shall be include in the plan for a high-level risk assessment of current IT infrastructure as part of the on boarding process.

RFP Responses

All questions must be answered with corresponding numbers as indicated in the RFP.

IT ENVIRONMENT – CURRENT STATE

Server and End-user Environment:

Hartford Public Library (HPL) is a mix of VMware Virtual Machines and physical computer environment. Our Virtual infrastructure is separated in to 3 categories: Server Environment, Staff Environment, and Public Environment.

Server environment consists of 2 Dell ESXi Hosts (PowerEdge R720) and 32 Virtual Servers. The servers are all Windows Servers except for 2 Linux servers.

Staff environment consists of physical computers, laptops, and Virtual Machines which are accessible remotely. All staff members are assigned a Windows 10 virtual machine. We have 200 Virtual machines with 2 Dell ESXi (PowerEdge R740) hosts which are assigned to staff, this cluster needs to be reviewed and some of the older machines (windows 7) need to be removed.

Public Environment consists of 3 Dell ESXi hosts (PowerEdge R730 and 740) and has 70 virtual machines, this environment will grow as we expand our services.

Storage Status:

Hartford Public Library environment is supported by one SAN (Tegile 4100) and multiple Departmental Synology NAS. An additional older NAS (Dell Equalogics 6110xs) is also functional but not used for any storage purposes at this time.

Networking Status:

Network management is mostly managed by MHIS (Hartford City IT), HPL works with MHIS to troubleshoot or configure any network related issues. HPL has 2 identical SonicWALL's in High Availability configuration which are managed by HPL. There are also 2 Dell network switches to support the Datacenter connectivity. All Wi-Fi Access points are managed and configured by MHIS the Downtown Access points managed by UConn.

MANDATORY REQUIREMENTS

SECTION I – Organizational Capabilities

Please provide responses to the following questions:

- 1.0. How many employees does your company employ?
- 1.1. Do you hire individuals under contract to provide services to your customers? If so, list the types and number of outsourced contractors.
- 1.2. Do you partner with external firms to provide service? If yes, list the names of your business partners and the type of services they are used for and if they provide all the service or partial services delineating what work is done in-house and outsourced.
- 1.3. Please attach an organizational chart of your company.
- 1.4. Provide the name(s) and title of the individual(s) of the technical lead, technical staff who would be responsible for our account.(Include resume(s) and number of assigned accounts per each.)
- 1.5. Identify the title and name of the client relationship lead servicing our account.
- 1.6. Organizational Stability please provide the following:
 - 1.6.a. What is the employee churn rate for your company?
 - 1.6.b. What is the average employee tenure?
 - 1.6.c. What are your current resources allocation numbers for IT Infrastructure, IT Disaster Recovery, IT Security, and Project Management? Provide a number for each category with position titles if position spans multiple areas please note.
- 1.7. What are you plans for organizational growth?
- 1.8. Attach a copy of your service level agreement.
- 1.9. Provide 4 client references as well as how long the references have been your customers:
 - 1.9.a. Two references who can speak to your IT Infrastructure services, IT Disaster recovery and IT Security capabilities and services.
 - 1.9.b. Two references who can speak to your IT Enterprise project management services.

SECTION II. IT Infrastructure Services

- 2.0 Identify and describe the IT Infrastructure services your company provides, document what is included and excluded from the scope of work being proposed.
- 2.1 Provide sample task-based activities for IT Infrastructure services and maintenance by frequency. (Attach as separate sheet clearly label task and frequency the task is performed.)
- 2.2 Identify the firmware solutions used to manage and maintain IT Infrastructure, for Disaster Recovery, and IT Security.
- 2.3 Describe your process for Disaster Recovery.
- 2.4 Describe your process for response to a Security incidents.
- 2.5 Describe your experience with VMware virtual environments.
- 2.6 Describe your process for maintenance, upgrades, updates and patches for servers, SANs, etc.
- 2.7 Describe how staff are provided for 24/7/365 coverage.
- 2.8 Do you have an inhouse data center or work exclusively with another data center provider?
- 2.9 Do you have experience with the CEN network?
- 2.10 Provide your guaranteed response time for issues dependent upon severity and time of day. Provide your average response time for after-hours issues.
- 2.11 Describe your process for scheduling down time to perform routine maintenance. How are scheduled down times determined; how communicated?
- 2.12 Describe your hours of operation, availability of key staff during normal business hours, and after-hours support availability.
- 2.13 Describe how you would assist the library team in ensuring that the IT system retains its usefulness, viability, compatibility, and dependability.
- 2.14 Describe your monitoring tools and strategies to monitor and ensuring the stability of the computing environment?

Note: Library Holidays – Independence Day, Labor Day, Staff Day November (date determined annually), Veteran’s Day, Thanksgiving, Christmas Eve, Christmas Day, New Year’s Day, Martin Luther King’s Day, Presidents’ Day, Good Friday, Easter, Memorial Day. In addition, the library schedules one staff day annually in November.

SECTION III. PROJECT MANAGEMENT SERVICES

- 3.0 How many project managers do you currently have on staff?
- 3.1 How many of your project managers have PMP certifications and/or other certifications?
What are the project management certifications of your staff?
- 3.2 What project management tools do you use?
- 3.3 In the past 36 months how many of the following project implementations have you successfully completed:
 - 3.3.a. MICROSOFT OFFICE 365
 - 3.3.b. Single Sign On (SSO)
 - 3.3.c. Multifactor Authentication
 - 3.3d. Data Center Migrations
- 3.4 Document the prioritization and sequence for the implementation of the above listed projects. Why would you implement in this sequence?
- 3.5 Provide a sample project plan for any of the abovementioned projects as an attachment.

SECTION IV. HELP DESK SERVICES (AS NEEDED FOR COVERAGE)

- 4.0 Do you currently provide help desk services? If so, for how many clients.
- 4.1 Would you be able to provide help desk cover for vacations and/or sick calls out?
- 4.2 How would this coverage be provided?(Remotely or Onsite.)
- 4.3 What software do you currently use for help desk services?
- 4.4 What metrics do you track for help desk calls? How often is it reviewed for root cause analysis?

SECTION V. AD HOC SERVICES

- 5.1 Please describe what IT Architectural Services you provide.
- 5.2 Please describe project management services for non-enterprise-wide projects.
- 5.3 Please describe the onsite technical support that you provide to clients.

COST PROPOSAL

General Instructions for Preparing Cost Proposals

Proposer must use Appendix A: Cost Sheets to submit the cost proposal(s). Proposer is required to complete all mandatory fields on the cost sheet. Failure to properly complete the cost sheet as instructed will result in disqualification of the Proposal.

Price Clarifications

The Library reserves the right to clarify any pricing discrepancies related to assumptions on the part of the Proposers. Such clarifications will be solely to provide consistent assumptions from which an accurate cost comparison can be achieved.

Expenses

The library does not provide onsite parking. Other expenses to be negotiated at time of contract.

AMOUNT OF CONTRACT

FIX CHARGES:

VARIABLE CHARGES:

TOTAL CONTRACT AMOUNT:

Note: All subsequent pages when added up must total the amount above. Proposers may add one additional page only for each appendix page if further detail information is warranted to clarify the pricing.

APPENDIX A : ADMINISTRATIVE COST PROPOSAL**ADMINISTRATIVE**

Provided total cost of charges for Administrative Overhead of nontechnical support that will be charged as part of the agreement along with a description of the service each provides.

List all positions assigned to provide services for account Administration. If flat fee, describe service provided and the formula used for calculating cost and amount of time.

Administrative OH Position(s)	Description – Role and service they will be providing. Frequency/Est. time to service account .	Est. Time Per Month	Rate

Total Monthly Charges:

Total Annual Charges:

APPENDIX B: IT INFRASTRUCTURE COST PROPOSAL

IT INFRASTRUCTURE SERVICES

Describe the services to be provided for IT Infrastructure work by category i.e., maintenance, monitoring, updates, etc.

Scope of Services Provided by Category Of Work	Staff Title and Estimated Hours of Service/per week	Standard Rate	After Hours Rate
Service Scope: Service Scope does not include:			
Service Scope: Service Scope does not include:			
Service Scope: Service Scope does not include:			
Service Scope: Service Scope does not include:			

Total Monthly Costs:

Total Annual Costs:

IT INFRASTRUCTURE

List of additional charges, i.e., software license (list name of application) charges, etc.

Additional Charges: Description	Amount Charged and bases of charge. (i.e., per head count license, etc....)

Total Monthly Costs:

Total Annual Costs:

APENDIX C: PROJECT MANAGEMENT COST PROPOSAL**PROJECT MANAGEMENT**

Provide a list of project management services for end-to-end enterprise-wide project implementation. Identify the position titles, certifications, and rate charge per hour. The types and levels for project implementation support. (i.e., Sr. Project Manager, Schedulers, etc. as well as scope of services.)

Scope of Services Provided by Category Of Work	Certifications	Standard Rate	Emergency Rate
Position Title: Service Scope: Service Scope does not include:			
Position Title: Service Scope: Service Scope does not include:			
Position Title: Service Scope: Service Scope does not include:			
Position Title: Service Scope: Service Scope does not include:			

Monthly Cost:

Annual Cost:

PROJECT MANAGEMENT

List of additional charges, software charges, etc.

Additional Charges: Description	Amount Charged and bases of charge. (i.e., per head count license, etc....)

Monthly Costs:

Annual Costs:

APPENDIX D: HELP DESK COST PROPOSAL**HELP DESK (ON CALL SUPPORT)****Help Desk Call support staff for vacation and/or other coverage. (est. at 200 hours)**

Help Desk Support	Staff Title /Certifications	Standard Rate	Emergency Rate
Service Scope: Service Scope does not include:			
Service Scope: Service Scope does not include:			

Monthly Cost:**Annual Cost:**

APPENDIX E: AD HOC COST PROPOSAL**AD HOC SERVICES**

The Library may expand services in the future; therefore, proposers possessing scalability resources are desired. During the contract term, the Library may add the following services:

- IT Architecture Design -moving to cloud.
- IT Security Assessment

List all positions potential positions that may be requested to provide services for Ad Hoc Services.

Technical Position(s)	Description – Role and service they will be providing	Rate
IT Architect		
Network Administrator		
Network Engineer		
Systems Engineer		
Database Administrator		
Web Developer		
Sr. Project Manager		
Project Manager		
Other:		
Other:		
Other		
Other:		

APPENDIX F: SUMMARY OF CHARGES**Summary of Charges:**

Description	Services	Other	Total
Primary – Fixed Contract			
Administration			
IT Infrastructure			
Sub-total:			
Helpdesk (backup)			
Total:			

Note: Helpdesk assumption estimated at block of 200 hours to cover vacation and other absences. No. of hours not guaranteed may be less or more.

Please summarize below the other charges:

Administrative	
IT Infrastructure	
Helpdesk	

Projects and AD HOC Services would need to be planned and scheduled. To be discussed at time of contracting.