

– REQUEST FOR PROPOSAL –

Network, Server and Workstation
Support & Maintenance/Repair; Replacement Parts;
Project Management; and Consulting Services

For the

Buffalo & Erie County Public Library

RFP # 2024-028VF- Network, Server and
Workstation Support

RFP# 2024-029 -Repair, Replacement Parts, Project
Management and Consulting

Release Date: May 10, 2024

Responses Due: May 29, 2024

BUFFALO & ERIE COUNTY PUBLIC LIBRARY
1 LAFAYETTE SQUARE
BUFFALO, NY 14203-1887

TABLE OF CONTENTS

SECTION 1	ADMINISTRATIVE AND CONTRACTUAL INFORMATION	3
1.1	RFP Purpose	3
1.2	Issuing Office and Proposed Term	3
1.3	Organization	3
1.4	RFP Scope	4
1.5	Pertinent Dates	4
1.6	Proposal Preparation	5
1.7	Submittal of Proposals	5
1.8	Conflict of Interest	5
1.9	Non-Collusion	7
1.10	Opening; Conformity to Specifications; Clarification Bulletins	8
1.11	Selection Process; General Criteria	8
1.12	Interviews	9
1.13	Notifications	9
SECTION 2	DETAILED REQUIREMENTS	9
2.1	Current Technical Assessment	9
2.2	Objective	12
2.3	Scope of Work	12
SECTION 3	INSURANCE REQUIREMENTS	16
3.1	Liability and Insurance Requirements	16
SECTION 4	PROPOSAL: REQUIRED SUBMITTALS	18
4.1	Executive Summary	18
4.2	General Vendor Information	18
4.3	Contents	19
4.4	Personnel Resumes and MBE/WBE Status	19
4.5	Transition Plan	20
4.6	Pricing and Signature Page	20
	PRICING AND SIGNATURE PAGE	22
	APPENDICES A - F	

SECTION 1 ADMINISTRATIVE AND CONTRACTUAL INFORMATION

1.1 RFP Purpose

The Buffalo & Erie County Public Library is seeking a qualified information technology services vendor to partner with the Library to 1) provide hardware and software maintenance and repair for all servers, workstations, printers and related computer equipment; 2) supply parts and replacement equipment for out of warranty products and 3) optionally supply project management or consulting services. Vendor must be Cisco, Dell, HP and Microsoft certified.

1.2 Issuing Office and Proposed Term

This RFP is issued by the Buffalo & Erie County Public Library, which is responsible for the requirements specified in this RFP and for the evaluation of all proposals. The Library intends to enter into a three-year agreement, with an option to renew for up to two additional periods of up to three years.

1.3 Organization

The Buffalo & Erie County Public Library (“the Library” or “the B&ECPL”) is an independent educational corporation chartered by the University of the State of New York, State Education Department. The Library’s governance is established by State Law, stipulating a fifteen member Board of Trustees appointed by the County Executive and approved by the Erie County Legislature. The Board of Trustees appoints a Director and Deputy Directors and is responsible for setting policy, approving the annual budget and ongoing expenditures.

B&ECPL offers library services to the community through one (1) large Central Library and thirty-six (36) smaller branch and contract libraries. These libraries are spread across Erie County’s 1,043 square miles and serve a population of approximately 920,000. Information about the Library, including its Technology Plan 2013-2016, may be obtained from the Library’s web site <http://www.buffalolib.org/> and specifically, library locations can be seen at <https://www.buffalolib.org/locations-and-hours>.

The branch and contract libraries range in size from 3,331 to 21,122 square feet. The oldest library opened in 1913 and the newest is a renovated storefront which opened in 2009. All libraries offer public computers and free WiFi access. 289,403 public access computer sessions, using over 900 public workstations, were recorded in 2023. 610,507

WiFi logons were recorded system-wide. In 2023, circulation totaled almost 6.9 million and more than 2.1 million patrons visited the libraries.

The B&ECPL is committed to meet the extraordinary literacy and technology needs of the residents of Erie County.

1.4 RFP Scope

The information and instructions contained in this RFP are intended to provide interested vendors with information necessary to prepare and submit proposals and accompanying materials. RFP sections include:

- Administrative and Contractual information
- Detailed Requirements
- Proposer Requirements
- Proposal Required Submittals
- Pricing and Signature Page

All prospective vendors are strongly urged to participate. All expenses incurred for participation including, but not limited to travel, lodging and food are the sole responsibility of the vendor.

All inquiries concerning this RFP should be addressed to:

Melissa Goodrich
Library Purchasing Coordinator
Buffalo and Erie County Public Library
1 Lafayette Square
Buffalo, New York 14203-1887
(716) 858-6121
Email: goodrichm@buffalolib.org

1.5 Pertinent Dates

- | | | |
|----|------------------------------|--------------|
| A. | RFP Released and Advertised: | May 10, 2024 |
| D. | Closing Date for Inquiries: | May 17, 2024 |
| E. | Submittal of Proposals: | May 29, 2024 |
| E. | Review of Proposals | June 5, 2024 |

1.6 Proposal Preparation

The proposal should follow the format outlined in Section 4 of this RFP. Vendors should feel free to augment their responses with additional information as they deem appropriate. Failure to follow the prescribed format for responses may result in disqualification.

1.7 Submittal of Proposals

Interested vendors should submit one unbound hard copy to the individual listed in Section 1.5 by 2 p.m. Eastern Time on the Submittal of Proposal date specified in Section 1.6. Submittal of an electronic version in its original format with the hard copy is desirable. Vendors have sole responsibility to assure that their proposals are received on time.

The content of each proposal will be held in strict confidence and no details of any proposal will be divulged to any other vendor prior to proposal openings.

1.8 Conflict of Interest

- A. [1] No officer or employee of B&ECPL shall have an interest in any contract with the vendor, when such officer or employee, has the power or duty to
- (a) negotiate, prepare, authorize or approve the contract or authorize or approve payment there under,
 - (b) audit bills or claims under the contract, or
 - (c) appoint an officer or employee who has any of the powers or duties set forth above, and
- [2] "Interest" as used herein means a direct or indirect pecuniary or material benefit accruing to an officer or employee of B&ECPL as the result of a contract with B&ECPL. An officer or employee of B&ECPL shall be deemed to have an interest in the contract of
- (a) their spouse, minor children and dependents, except a contract of employment with B&ECPL,
 - (b) a firm, partnership or association of which such officer or employee is a member or employee,
 - (c) a corporation of which such officer or employee is an officer, director or employee and

- (d) a corporation any stock of which is owned or controlled directly or indirectly by such officer or employee. New York State General Municipal Law §§ 800 - 801.

B. [1] The provisions of section 1.9 A. shall not apply to:

- (a) A contract with a person, firm, corporation or association in which an officer or employee of B&ECPL has an interest which is prohibited solely by reason of employment as an officer or employee thereof, if the remuneration of such employment will not be directly affected as a result of such contract and the duties of such employment do not directly involve the procurement, preparation or performance of any part of such contract;
- (c) A contract with a membership corporation or other voluntary non-profit corporation or association;
- (g) A contract in which an officer or employee of B&ECPL has an interest if such contract was entered into prior to the time he or she was elected or appointed as such officer or employee, but this paragraph shall in no event authorize a renewal of any such contract;

- [2] (a) A contract with a corporation in which an officer or employee of B&ECPL has an interest by reason of stockholdings when less than five per centum of the outstanding stock of the corporation is owned or controlled directly or indirectly by such officer or employee;
- (b) A contract in which a municipal officer or employee has an interest if the total consideration payable thereunder, when added to the aggregate amount of all consideration payable under the contracts in which such person had an interest during the fiscal year, does not exceed the sum of one hundred dollars;
- (f) A contract with a member of a private industry council established in accordance with the federal job training partnership act (29 U.S.C.A. § 1501 et seq.) or any firm, corporation or association in which such member holds an interest, provided the member discloses such interest to the council and the member does not vote on the contract. General Municipal Law § 802.

C. [1] Any officer or employee of B&ECPL who has, will have, or later acquires an interest in any actual or proposed contract with B&ECPL of which they are an officer or employee, shall publicly disclose the nature and extent of such interest in writing to the governing body thereof as soon as he or she has knowledge of such actual or prospective interest. Such written disclosure

shall be made part of and set forth in the official record of the proceedings of B&ECPL. Once disclosure has been made by an officer or employee with respect to an interest in a contract with a particular person, firm, corporation or association, no further disclosures need be made by such officer or employee with respect to additional contracts with the same party during the remainder of the fiscal year.

- [2] Notwithstanding the provisions of section 1.9 C.[1], disclosure shall not be required in the case of an interest in the contract described in section 1.9 B.[2], above.

1.9 Non-Collusion

A. Each proposal shall also contain the following statement subscribed by the proposer and affirmed by such proposer as true under the penalties of perjury.

- [1] By submission of this proposal, each person signing on behalf of any proposer certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, under the penalty of perjury, that to the best of knowledge and belief:

- (a) The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor;
- (b) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed and will not knowingly be disclosed by the proposer prior to opening, directly or indirectly, to any other proposer or to any competitor; and
- (c) No attempt has been made or will be made by the proposer to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition.

1.10 Opening; Conformity to Specifications; Clarification Bulletins

- A. The proposals are opened as stated in the call for proposals or as soon thereafter as reasonably possible. They are irrevocable after opening for ninety (90) days or any period specified in the call for proposals.
- B. Selection is based upon a comparison of the proposal as submitted with the requirements identified in the RFP and, where necessary, clarification bulletins.
- C. Clarification bulletins may be issued to correct mistakes, answer questions, or resolve ambiguities during the proposal solicitation process. The date and time of proposal opening may be extended only once, and not more than twenty business days. Any proposal may be withdrawn prior to the time of opening in case of an extension. Reasonable effort will be made to notify all who have submitted proposals.
- D. If major revisions become necessary, or for any other reason, all proposals may be rejected and a new call published, subject to the discretion of B&ECPL.
- E. Unopened proposals are to be returned if the proposer requests and supplies a prepaid mailer.
- F. Specific questions regarding the RFP may be submitted in writing to the individual listed in Section 1.5.

1.11 Selection Process; General Criteria

- A. B&ECPL reserves the right to reject all proposals, waive minor irregularities, and/or call for new proposals.
- B. The Library shall pay the Contractor, as full compensation for everything furnished and done under this Contract, amounts based upon "Pricing for Proposed and optional Items" (Schedule 1 to the Contract) with all with all fees at or below the prices quoted in the Contractor's "Incorporated Bid Documents" (Schedule 9 to the Contract). Unless otherwise provided by the Parties Schedule 1, costs during any Renewal Term shall have a cap on annual increases of 2.9% or the annual percentage change in the Consumer Price Index for the relevant period, whichever is lower.
- C. The contract will be awarded based on the response that best fits the Buffalo & Erie County Public Library's requirements. The award will be made to the provider that best meets the following criteria:
 - Cost
 - Qualifications of the professionals to be assigned to the project
 - Vendor status with Cisco, Dell, HP and Microsoft
 - Vendor's understanding of the project and its goals

- Transition Plan
- Approach
- Prior experience
- References
- Realistic response time
- Loaner policy
- Local business presence
- Other criteria that evaluators might deem important to the interest of the Buffalo & Erie County Public Library.

1.12 Interviews

In the event B&ECPL requires additional information or determines a personal interview is necessary prior to selection of a finalist, B&ECPL may elect to interview finalists at the Central Library or another location to be identified by the B&ECPL. All proposer expenses for travel to Buffalo associated with proposer interviews are to be borne exclusively by participating vendors and not by B&ECPL.

1.13 Notifications

Upon approval, the successful proposer will be notified in writing and a purchase/ work order issued, or a contract shall be prepared by B&ECPL.

SECTION 2 DETAILED REQUIREMENTS

2.1 Current Technical Assessment

Today, the Buffalo & Erie County Public Library has a significant technical infrastructure to support both staff and “public access” computing at all the libraries. A brief description follows.

The Library utilizes the SirsiDynix Symphony platform as its Library Automation System. Staff workstations run the client-side java based application called “Workflows”. A web-based catalog, which accesses Sirsi’s bibliographic and patron databases, provides graphical access to the full collection. Each library has a similarly configured local area network linking staff workstations to this enterprise system. Staff computers also contain appropriate software such as Google Chrome and Microsoft office.

BECPL RFP #2024-028 and RFP#2024-029

In addition, each of the thirty-six (36) city and suburban library outlets has between six and fifty “Public access computers” while Central has over one hundred. Using this equipment, patrons have access to the Internet, Microsoft Office, and various productivity and educational programs. Envisionware’s PC Reservation software is used for time sharing. All public workstations are configured identically using Active Directory, and Group Policies.

All workstations are protected from infection by viruses and other intrusions using Avast Antivirus or Windows Defender. Workstations are updated daily with current signature files.

The Library system offers both filtered and unfiltered internet access. Adult patrons using library cards can switch between them via functionality contained on our website and via a vbscript utility on the desktop.

Appendix A contains a summary list of existing equipment.

2.1.1 Server

Main servers are maintained in a secure, climate controlled data center located at the Central Library at 1 Lafayette Square, Buffalo, New York. Each branch also has a server at each location that acts as part of a Microsoft Windows distributed file system, which serves files related to public mandatory roaming profiles.

A combination of Linux and Microsoft Windows is utilized by the servers.

Servers are backed up nightly.

Appendix B includes a list of equipment housed in the Data Center and each branch, highlighting each of the critical servers designed to perform an important function for the B&ECPL.

2.1.2 Network

The Library’s Network Support Department provides telecommunications services and information systems support for both patrons and staff. These systems and services comprise a complex wide area network (WAN) of the highest importance.

The Wide Area Network consists of thirty-six (36) point-to-point fiber optic circuits [one to each of the 36 branch and contract libraries] with one (1) Ethernet handoff at each end. The circuits are currently provided by Spectrum.

The Central Library Network Center has a Cisco 4506 switch for the core. A Cisco 3825 router is used for Internet access which is currently provided by Fibertech. A Cisco ASA5520 firewall is also in place.

The WAN must have the highest possible availability and uptime. Redundancy and self-healing network technologies are utilized. Data center operations staff is on-site almost 7x24 and monitor system performance. Network administration and engineering staff is on call.

The existing network used by the Buffalo & Erie County Public Library is presented graphically as a Network Diagram in Appendix C.

2.1.3 RFID Technology

All 37 libraries have fully functioning RFID technology for public self-checkout supported by EnvisionWare, Inc. software. In addition, the Town of Amherst's Main Library at Audubon has a 9-bin Automated Materials Handling (AMH) and sorting system supported by Bibliotheca hardware and software. This system includes an external return chute for public convenience. Several libraries have theft-detection alarmed gates supported by EnvisionWare, Inc. hardware and technology.

Although the Library does contract for maintenance service on much of the RFID equipment, the computer technicians are expected to be familiar with RFID technologies and be able to troubleshoot and conduct preliminary assessment/analysis when problems occur. They may also need to work directly with the third party vendor to diagnose problems as well as log outstanding issues.

2.1.4 Organization

The Library's Information Technology (IT) Department provides 24/7 support for all aspects of System technology including the network infrastructure, hardware and software. The department consists of both Library employees and staff members supplied by a local information technology services vendor as part of an existing contract set to expire at the end of June, 2024.

Library employees currently include:

- Information Technology Administrator
- Technology Support Service Specialist
- Junior Technology Support Service Specialist
- Computer Application Support Technician
- Senior Computer Operator

Computer Operator
Web Page Master
Technical Specialists (3)
Computer Operator - Part time

One full-time A+ certified (or possessing equivalent experience) computer technicians is a “Contract” employees. The computer technicians are responsible for all hardware and software maintenance, including ordering all parts and maintaining the equipment inventory. They work under the guidance of the Library’s Information Technology Administrator or designee and participate as a member of the Network Support team, located at the Central Library. In the course of the workday, they may travel to any library location in Erie County.

2.2 Objective

The objective of this RFP is to acquire a contract to provide maintenance, support and replacement parts for critical components of the Buffalo & Erie County Public Library’s technical infrastructure, including, but not limited to network, servers, workstations, printers, equipment peripherals and associated software as well as secure optional project management or consulting services.

2.3 Scope of Work

The scope of work that will be included in the contract awarded as a result of the RFP evaluation will include, but not be limited to:

- a. Computer Technicians: 1- Full Time with an option for 2 (Please Specify additional cost per technician)

Technician/technicians must meet the following qualifications:

- Have two years experience servicing multi-vendor desktop devices
- Have detailed knowledge of PC hardware and operating systems
- Have experience in installing PC hardware and application software, including but not limited to, Microsoft Office
- Have experience installing and troubleshooting local area networks, including, but not limited to the use of wiring closets, patch panels, cabling/wiring, switches, and wireless access points
- Have practical experience and/or general knowledge of RFID technologies
- Be able to prioritize and manage many tasks simultaneously
- Be a “team player” and have excellent interpersonal skills

- Exhibit professionalism

Computer technician/ technicians will report daily to the Information Technology Department located in the Central Library, 1 Lafayette Square, Buffalo NY. It is anticipated that one computer technician will remain in the large 400,000 square foot Central Library with over two hundred staff computers and one hundred public access workstations and the other will provide service to the thirty-six (36) branch and contract libraries located throughout Erie County.

The computer technicians must be cross-trained and serve as backup to each other. The Library reserves the right to approve assignment of all computer technicians and to request re-assignment if performance is not satisfactory.

In addition, substitutes must be provided any time a technician is absent (i.e. sick, vacation, personal time off). The Library reserves the right to reject any substitute not meeting standards or not able to perform the basic duties. In the event that a substitute is not available, acceptable or provided, the Library may request a salary credit for hours not fulfilled.

b. Project Manager/System Engineer

For special projects that require outside expertise or large projects that require additional staff, the consulting services of a Project Manager or System Engineer may be required. The individual(s) would work closely with the Library's IT Administrator, the network support team and any other appropriate B&ECPL staff. The individual(s) may also be required to supervise staff.

The Project Manager must have a proven track record implementing technical projects and have demonstrated the ability to understand the importance of the technology in the context of the business. The Project Manager must be competent with the System Development Life Cycle and be proficient in the use of basic management tools such as Microsoft *Project*. He or she must be a proven leader, have demonstrated excellent planning skills, work well with others, be able to conduct regular project meetings, meet schedules and work within a budget.

The Project Manager must have at least three (3) years of experience in leading technical projects and be competent in all related activities including a) planning and organizing the work; b) estimating and acquiring the material and human resources; c) assigning, directing and controlling the tasks; and d) reporting the progress.

The System Engineer must be Microsoft Certified (MCSE). He or she may perform duties related to maintaining the local area network, one or more websites, and consulting on, or performing, system application upgrades such as Exchange servers and/or operating systems. Proficiency with Linux and LAMP is also necessary. Additional certifications, training and formal education are considered beneficial.

The Library reserves the right to approve assignment of any Project Manager or System Engineer and to request re-assignment, if performance is not satisfactory. This requirement for a Project Manager and/or System Engineer will vary from no need to full-time, depending upon the needs of the Library.

c. Hardware Parts

Vendor must be Cisco, Dell, HP and Microsoft certified and be able to provide all maintenance (warranty or non-warranty) for the servers, personal computers, printers and related equipment detailed in Appendices A and B. Actively used equipment, contained herein, may be upgraded and/or replaced during the contractual period, at the Library's discretion to meet its business needs.

The contract cost should include the cost for parts, for all server, workstation, printer and related hardware, not covered under warranty.

It is expected that, under normal circumstances, the computer technician will be able to respond to a service call with eight (8) working hours from the time the IT Department is notified and repair within a maximum of forty-eight (48) clock hours excluding weekends and county holidays within the hours of coverage. It is understood that other priorities at the B&ECPL may affect the ability to meet these objectives, if one or two of the computer technicians are re-assigned to a special project (e.g. move computer equipment from one location to another for library renovation) adjustments will be made.

However, servers performing critical functions that affect the entire network, or an entire facility, must be given the highest priority and response must be as soon as possible, normally within 2 hours. Parts for these servers must be readily available and installed within a maximum twenty-four (24) working hours. If a server becomes inoperable during non-normal working hours and the Library deems that it is an "emergency," the vendor may be contacted using a "7x24 hotline" for "after-hours" care. It is understood additional charges may apply.

If it is found that permanent equipment replacement would be the best way to repair a specific piece of equipment, the replacement must be the exact same type

unless prior approval from the Library is obtained. Vendor must change appropriate drivers and test all software to ensure it is working with the new drivers. If time permits, preventative maintenance should be performed.

d. Library Locations

Service must be provided at all Buffalo & Erie County Public Library locations. The thirty-seven (37) locations including the Central Library, city branch libraries and contract libraries are listed in Appendix D.

e. Hours of Coverage

Vendor is requested to provide computer technician service between the hours of 8 AM and 6 PM, Monday through Friday, excluding Library holidays. Exact schedules will be set to best meet the needs of the B&ECPL. Each employee should work eight (8) full hours excluding a one hour break for lunch. The B&ECPL may elect to modify these hours for a special project with advance notice.

In addition, an emergency "7x24 hotline" service must be provided.

The hourly rate specified in the contract may be billed for all overtime or at the Library's discretion, may be used as "Comp (compensatory) Time" at a time when it is mutually convenient for the employee and the B&ECPL.

f. Library Rules of Conduct

Vendor employees, working at any Buffalo & Erie County Public Library location, must comply with the "Rules of Conduct" and all policies and procedures governing its employees. Full-time contractors are expected to display identification tags all times.

g. Loaner Equipment

The B&ECPL maintains a stock of "spare" equipment to be used while existing equipment is being repaired. However, in the case of an "emergency" or when critical equipment is not in stock, loaner equipment is to be supplied.

h. Headphones/Mice and Other Disposable Equipment

All "public access computers" have mice and selected units have headphones. Contract will cover replacement of these parts as needed.

i. Inventory Record-keeping

Computer technicians assigned to the Buffalo & Erie County Public Library must be familiar with Gestionnaire libre de parc informatique (GLPI), the free management of computer equipment software used by the Library. They must maintain the GLPI “automated inventory system” with current information, including but not limited to, 1) Library; 2) Class; 3) Manufacturer; 4) Model; 5) Serial Number 6) County ID; 7) User Name; 8) Date Updated; 9) Warranty Date and 10) Comments (i.e. PO Number, Replacement Data).

j. Service and Help Desk Reporting

Technicians assigned to the Buffalo & Erie County Public Library must maintain the Library’s “Help Desk” database which contains all outstanding and closed calls for service. All service that was provided should be recorded daily and should include the current status, serial numbers and locations of equipment serviced or exchanged.

SECTION 3 INSURANCE REQUIREMENTS

3.1 Liability and Insurance Requirements.

The Proposer must certify that the Proposer is an independent contractor and the Proposer’s firm, its officers, employees, agents or subcontractors shall not be considered to be employees or agents of B&ECPL. The Proposer shall indemnify and hold B&ECPL harmless from any loss, liability, damage, death or injury to any person or property, from any negligent or wrongful act or omission of the Proposer, its agents, or employees, arising directly or indirectly as a consequence of this contract.

The Proposer shall further indemnify, defend, and hold harmless the County of Erie, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorney’s fees or loss arising directly or indirectly out of the performance or failure to perform hereunder by the Proposer or third parties under the direction or control of the Proposer.

Insurance shall be procured by the successful proposer before commencing work, no later than 14 days after notice of award, and maintained without interruption for the duration of the contract, in the kinds and amounts specified in Appendix E “B&ECPL, Standard Insurance Requirements “ and “Erie County, Standard Insurance Requirements” unless modified by mutual agreement. If the insurance

is not provided in acceptable form within this period of time or lapses during the contract period, then the Buffalo & Erie County Public Library may immediately terminate the contract.

SECTION 4 PROPOSAL: REQUIRED SUBMITTALS

4.1 Executive Summary

The Buffalo & Erie County Public Library requires that you prepare an executive summary of your proposal. This should contain a brief history of your firm and a description of your proposed offering. This should also include a summary of your proposed pricing and the resources you would dedicate toward fulfillment of a contract with The Buffalo & Erie County Public Library. Highlights of your firm's capabilities should also be included.

4.2 General Vendor Information

4.2.1 Vendor Background

Background information must be submitted to enable the Buffalo & Erie County Public Library to evaluate your firm's stability and resources to perform the obligations and responsibilities under a contract with the Library. This must include the following general information about your firm:

- History
- Mission
- Services
- Address of Headquarters
- Company Contact Information
- Financial Stability

This section should also include an Employee Identification, a statement of the proposer's non-discrimination and equal employment opportunity policies, and MBE/WBE if applicable or statement of the anticipated utilization of minority professionals as a percentage of the staffing to be utilized on this project and the anticipated utilization of women professionals as a percentage of the staffing to be utilized on this project.

4.2.2 Vendor References

The Library will entertain proposals from vendors who are Cisco, Dell, HP and Microsoft certified, have had prior experience 1) maintaining and supporting a wide-range of desktop equipment located in many locations in a broad area and 2) providing expertise to develop, enhance, maintain and support a complex local and wide area network. The firm shall list three (3) customers for who the firm has provided similar solutions and provided services. The company name, address, representative and telephone number must be included.

4.3 Contents

In addition to the above, each vendor must supply a narrative with the following specific information:

- Methods and practices proposed to provide the Library with timely maintenance, support and upgrades
- Project description and work plan detailing the approach the vendor intends to follow
- Ability to comply with requirements in the Scope of Work (Section 1.4) including, but not limited to, Response Time Commitment and Loaner Policy
- Escalation procedures
- Warehouse logistics for spare parts
- Experience and resumes of the professionals to be assigned to the Library
- Qualifications
- Cisco certified vendor status
- Dell certified vendor status
- HP certified vendor status
- Microsoft certified vendor status
- Dell Authorized service provider on staff
- HP authorized service provider with ASE on staff
- Microsoft Certified System Engineer on staff and proposed Library role
- Cisco Certified Network Professional on staff and proposed Library role
- Other warranty certifications

4.4 Personnel Resumes and MBE/WBE Status

In addition to the above, each vendor must supply resumes, highlighting the experience and qualifications, of the professionals to be assigned to the B&ECPL.

If the proposer and/or subcontractor(s) are a Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE), Proposers should include the Erie County certification letter with the proposal. If not, include a statement of the anticipated utilization of minority professionals as a percentage of the staffing to be utilized on this project and the anticipated utilization of women professionals as a percentage of the staffing to be utilized on this project (note: the selected proposer must provide a statement of the actual utilization must be provided prior to final payment for work on this project).

4.5 Transition Plan

Vendor must provide a comprehensive transition plan which should include 1) start dates; 2) introduction of personnel to be assigned to the Library; 3) Inventory and Help Desk software tactics; and 4) detailed information on how the new computer technicians assigned to the B&ECPL will be trained for their new responsibilities at the Library.

It is strongly recommended that the plan include an overlap with existing “contract” employees. Any expenses associated with the service must be assumed by the vendor. Specifically, the vendor awarded the contract may elect to ask the Library to continue the existing contract for 1-4 weeks, for a training period, at the expense of the new vendor.

4.6 Pricing and Signature Page

Vendor must complete all sections, sign and submit the “Pricing and Signature Page” with the proposal. All vendors submitting proposals are expected to provide one base proposal that complies with all proposal specifications. In addition, each proposer may, at its discretion, submit an alternate response. However, the vendor must submit a completed “Pricing and Signature Page” form for each proposal.

Annual pricing is to be computed based upon the current volume of equipment located at the thirty-seven library locations as specified in Appendix F. The annual price will be billed quarterly in equal installments.

At the present time, the Library does not anticipate an increase or reduction in facilities. The Library does also not anticipate a significant change in technology inventory. If budgetary circumstances change during the life of the contract, it is expected that the proposer will provide a corresponding decrease or increase, if the volume of equipment significantly increases or decreases (more than 10%). Each quarter, the Buffalo & Erie County Public Library will provide the successful vendor with an updated inventory of actively used equipment. Totals on the report will indicate the % of increase or decrease since the last quarter. For each 10% decrease in inventory, the quarterly invoice should be adjusted by the amount listed on the “Pricing and Signature Page.” If the inventory is increased by 10% or more of equipment not covered under warranty or maintenance, the quarterly invoice could be adjusted by the amount listed on the “Pricing and Signature Page.” Adjustments should take into account that 1) two computer technicians will be required until the volume of equipment is decreased by more than 50% and 2) newer, more likely to be under warranty, equipment will be retained.

The services of the Project Manager and Microsoft Certified Systems Engineer will be billed based upon an hourly rate for all hours worked. A discounted rate may be offered for full-time (at least three months) assignment.

In addition, there may be a need for an additional computer technician at various times for special projects. These services should typically be billed at an hourly rate, but also quote an option for an additional full-time (at least three months) assignment.

After the first three years of the contract, annual pricing for subsequent three-year contract periods may, by mutual agreement, increase as much as the CPI (consumer price index) increase for the prior calendar year as reported by the U.S. Department of Labor - Bureau of Labor Statistics.



PRICING AND SIGNATURE PAGE

This form MUST be submitted with proposal.

VENDOR FURTHER CERTIFIES THAT THE PERSON SIGNING THIS PAGE IS AUTHORIZED TO COMMIT THE VENDOR TO THESE TERMS AND CONDITIONS AND BY SIGNING, DOES SO COMMIT THE VENDOR.

Name of Vendor	Title
Name of Company	
Address	Telephone
Signature of Vendor	Date of Signature

The total annual price for hardware maintenance and parts replacement, as well as two full-time computer technicians, as specified in this Request for Proposal	Not to exceed \$\$\$
The total annual price decrease/increase for each 10% decrease in the volume of equipment	Not to exceed \$\$\$
The total annual price decrease/increase for each 10% increase in the volume of equipment	Not to exceed \$\$\$
Hourly rate Computer Technician – based upon hourly assignment during normal work day	Not to exceed \$\$\$
Hourly rate Computer Technician – based upon full-time assignment greater than three (3) months	Not to exceed \$\$\$
Hourly rate Microsoft Certified Systems Engineer – based upon hourly assignment during normal work day	Not to exceed \$\$\$
Hourly rate Microsoft Certified Systems Engineer – based upon hourly assignment for “Emergency” after hour work	Not to exceed \$\$\$

Hourly rate Microsoft Certified Systems Engineer – based upon full-time assignment greater than three (3) months	Not to exceed \$\$\$
Hourly rate Project Manager – based upon hourly assignment during normal work day	Not to exceed \$\$\$
Hourly rate Project Manager – based upon hourly assignment for “Emergency” after hour work	Not to exceed \$\$\$
Hourly rate Project Manager – based upon full-time assignment greater than three (3) months	Not to exceed \$\$\$
Annual increase, after 1 st three years of contract (not to exceed CPI-U)	Not to exceed \$\$\$