

**Request for Proposal
 For
 Information Technology Services**

Date Posted: September 23, 2024
 Date Due: October 17, 2024

Introduction

Dorr Township Library is soliciting proposals for a one (1) year contract for Information Technology (IT) services for Dorr Township Library with the option to renew after 1 year.

Vendors are required to submit written proposals that present the vendor’s qualifications and understanding of the work to be performed. More importantly, the vendor’s proposal should include a pricing schedule with a flat annual service fee encompassing the full Scope of Work specified in this RFP and any additional fees for work outside the specified Scope. The vendor’s proposal should be prepared simply and economically and should provide all the information it considers pertinent to its qualifications for the specifications listed below. Emphasis should be placed on ability to render the requested services and clarity of content.

The proposal must be received no later than 5pm on October 17th, attached as a PDF or DOCX to an email delivered to dorrlibrary.mi@gmail.com, or delivered physically to the library at the following address:

Dorr Township Library
 ATTN: RFP for IT Services
 1804 Sunset Dr.
 Dorr, MI 49323

Timeline: The following table presents the anticipated schedule the Library plans to use for this RFP. The Library reserves the right to amend this timeline as needed.

Event	Date
Library issues RFP	September 23, 2024
Library Walk-Throughs scheduled	September 23-October 11, 2024
Proposals due	October 17, 2024
Contract awarded	October 23, 2024
Contract start date	November 1, 2024

1804 Sunset Dr | Dorr, MI 49323

General Instructions for Proposal

1. **Proposal Content:** Proposal form and signature page must be completed and signed by an individual authorized to bind the vendor. References must be provided including name, address, phone number, and contact person.
2. **Proposal Period:** Proposal prices must be firm for ninety (90) days or until a contract is signed while the proposals are considered.
3. **Proposal Awareness:** It is the Library's intent to accept the lowest responsible, complete proposal. The selected proposal will be the most advantageous regarding price, quality of service, the vendor's qualifications and capabilities to provide the specified service and other factors which the library may take into account. The Library reserves the right to accept or reject any or all proposals and to waive irregularities therein.
4. **Term and Renewal:** The term will be for one (1) year unless terminated. The contract may be terminated by either party with a ninety (90) day written notice. Or in less than ninety (90) days by mutual agreement or in the event of substantial failure to perform in accordance with the terms set forth in the contract. After one (1) year, the option will be available for renewal pending a one (1) year evaluation.
5. **Payment:** Payments will be made to the vendor after receiving a monthly invoice. Vendors must provide FEIN number for 1099 documents.
6. **Start Date:** Accepted proposal will be contacted between October 21 and 23 and expected to begin work at the end of the following week.

Insurance

Vendor shall procure and maintain for the duration of this Agreement, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of Services hereunder by the Vendor, Vendor's agents, representatives, employees or subcontractors. The cost of such insurance shall be borne by the Vendor. Vendor shall submit a Certificate of Insurance meeting the requirements as specified in the draft Agreement included with this RFP as Exhibit A.

Background

Dorr Township Library serves a community of about 8,000 people. The Library has an annual operating budget just under \$300,000, employs eight staff members, and is open to the public 38 hours per week. Our elected Board of Trustees comprises six township residents.

Currently, the Library's IT environment includes six public desktops in the computer room, one additional desktop PC in the teen room, one Online Patron Access Computer, five public

laptops, six public hotspots, five staff desktop computers, and public and staff wifi. Library administration is specifically seeking reliable, responsive IT support to provide the following services:

Scope of Work

- 24/7 monitoring and analysis of critical server and internet connectivity
- Proactive monitoring and management of network and wireless systems
- Network hardware maintenance, troubleshooting, and repair (not including parts, manufacturer hardware and service renewals, and other materials)
- End-user hardware maintenance, troubleshooting, and repair (not including parts, manufacturer hardware and service renewals, and other materials)
- Managing data backups
 - Backup job creation and maintenance
 - Backup job verification and testing
 - Restore jobs created as needed
- Managing Anti-Virus and Anti-Malware
 - Installs and updates
 - Scheduled and custom scans
 - Basic virus and malware cleaning and removal
- Firewall support, monitoring, configuration, and rules modification
- Consulting services for IT Budget Planning, Technology Plan creation and revision, future projects, and recommendations
- Project management and documentation
- Support and maintenance will be performed remotely when possible, but onsite and on-call support is also included when necessary
- A minimum 15 block hours of on and offsite labor and consultation shall be included in the flat annual fee
- One scheduled meeting per year will be arranged and held for the purpose of reviewing IT needs and goals, included in the flat annual fee
- Response within one business day, with a separate discounted fee schedule for emergency response within one hour during all library open hours

Proposal Instructions
Request for Proposal for Information Technology Services

1. Based on the requirements and provider qualifications please provide two (2) copies of the proposal to the Dorr Township Library.
2. Complete Proposal Form and Signature Page
3. Complete Worker's Compensation Certificate
4. Complete Independent Contractor Statement
5. Complete Reference Form
6. Certificate of Insurance attached

If delivered via mail or in person, vendor shall include items 1-6 in a sealed envelope. All proposals should be clearly labeled on the outside of the envelope; **Request for Proposal for Information Technology Services.**

If delivered via email, please include as subject line: "Request for Proposal for Information Technology Services."

Proposals should be mailed or delivered in person to:
Dorr Township Library
Attn: Request for Proposal for Information Technology Services
1804 Sunset Dr.
Dorr, MI 49323

Proposals shall be emailed to: dorrlibrary.mi@gmail.com

Proposals must be received no later than 5:00 pm on Thursday, October 17, 2024.

Proposal Form
Request for Proposal for Information Technology Services

The undersigned hereby submits the following proposal for the annual cost of information technology services for Dorr Township Library:

\$ _____ to be billed annually
or
 monthly at a rate of \$ _____

Signature Page
Request for Proposal for Information Technology Services

Name and Title (please print)

Signature

Vendor Address

City/State/Zip


Contact (please print)

Phone

Fax

E-mail

1804 Sunset Dr Dorr, Michigan 49323

 616-681-9678

 info@dorrlibrary.org

 www.dorrlibrary.michlibrary.org

Worker's Compensation Certificate

I hereby certify that effective the date of my Contract with the Dorr Township Library and at all times in the performance of such Contract that:

<input type="checkbox"/>	I have and will maintain in full force and effect policy of Workers Compensation Insurance in compliance with the Laws of the State of Michigan with the following insurance company.
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Company Name

Agent's Name, Address and Telephone Number

Policy Number and Effective Date

OR


<input type="checkbox"/>	<p>I will perform said Contract myself and do not have and will not have any employee or employees assisting me with the performance of the Contract and am not required by the Laws of the State of Michigan to obtain and maintain a policy of Worker's Compensation Insurance in the performance of this Contract.</p> <p>I understand that this statement is made as a material part of the Contract, which I have contemporaneously make with the Dorr Township Library.</p>
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Date

Signature of Contractor

1804 Sunset Dr

Dorr, Michigan 49323

 616-681-9678

 info@dorrlibrary.org

 www.dorrlibrary.michlibrary.org

Independent Contractor Statement

It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting the Contractor as the agent, representative or employee of the Library for any purpose or in any manner whatsoever. The Contractor is to be and shall remain an independent contractor with respect to all services performed under this Agreement.

The Contractor represents that it has, or will secure at its own expense, all personnel required in performing services under this Agreement. Any and all personnel of the Contractor or other persons, while engaged in the performance on any work or services required under the Agreement, shall have no contractual relationship with the Library as individuals, shall not be considered employees of the Library and any and all claims that may or might arise under the Unemployment Compensation Act or the Worker's Compensation Act of the State of Michigan on behalf of said personnel arising out of the employment or alleged employment including without limitations, claims of discrimination against the Contractor, its officers, agents, contractors or employees, shall in no way be the responsibility of the Library; and the Contractor shall defend, indemnify and hold the Library, its officers, agents and employees harmless from any and all such claims irrespective of any pertinent tribunal, agency, board, commission or court. Such personnel or other persons shall neither require nor be entitled to any compensation, rights or benefits of any kind whatsoever from the Library, including without limitation, tenure rights, medical and hospital care, sick and vacation leave, Workers' Compensation, Unemployment Insurance, disability, severance pay or any other such benefits/payments.

Company/Individual Name


Official Address

Signature and Title

Date

1804 Sunset Dr

Dorr, Michigan 49323

 616-681-9678

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 www.dorrlibrary.michlibrary.org

Client References
Request for Proposal for Information Technology Services

Please list three (3) client references. It is preferred that those references are clients within the State of Michigan. The Library reserves the right to contact references other than, and/or in addition to, those being furnished below.

1. _____
Name

Address

Phone Number

2. _____
Name

Address

Phone Number

3. _____
Name

Address

Phone Number

1804 Sunset Dr Dorr, Michigan 49323