

Lake Forest Library

Acknowledgment of Addendum

Addendum 2 for Request for Information Technology Services for Lake Forest Library

This Request for Information Technology Services Addendum 2 is issued by Lake Forest Library through the Library's website.

Managed Service Providers (MSP's) shall acknowledge receipt of this addendum by signing and submitting this addendum acknowledgement form. Failure to acknowledge receipt of the addendum may be cause for rejection of the RFP submission.

When submitting all Proposals, this Addendum Acknowledgment Form must be included in the Proposal submittal. The page will not be considered part of the 15 single-spaced page limit for Submissions (see Item 1 below).

This Addendum No. 2 consists of two (2) pages and has the following information to be incorporated into the Proposal submittal.

Question: What does the library think should be included in the "fixed cost?"

Answer: This varies by vendor. Some include all costs of doing business, with very limited exclusions. Other vendors carve out projects (i.e. relocation, build-outs, new PC configurations, etc. The goal of the fixed cost, while still providing for exclusions, is to be as transparent as possible since the library operates on a fixed budget and the ability to cover unexpected costs is limited.

Question: Would you want on-site technology help during library hours?

Answer: We do not currently have this in the library but as an add-on to the proposal, we could look at it. The library does do some technology training (Word, Excel, Media Lab) but that is done by library staff.

Question: Who is current computer lease through?

Answer: We currently lease most machines through CIT Bank and we are 1 year into a 3-year lease. Our current MSP handles all delivery, setups, and returns of equipment.

Question: Is the library allowing vendors to run a network scanning tool on the current network?

Answer: The library has received a current scan of the environment that will then be made available to all vendors on request.

Question: Can the library provide current support ticket volumes and trends?

Answer: There were 32 support tickets in January and 33 support tickets in February.

Question: What software does the library use to lock down public PC's?

Answer: No 3rd party software is used. Using standard Microsoft tools.

Question: Is "Smart Search" for Polaris?

Answer: Smart Search is the Library's Document Management System.

Question: Does the IP for the security cameras run on the same or a separate LAN?

Answer: This runs on a separate VLAN.

Question: Is the basic hardware for the current phone system covered under the current MSP agreement?

Answer: Current MSP is an authorized dealer who supplies parts and technical support. The 5 year window of support expires in October 2020.

The full RFP is at: <https://www.lakeforestlibrary.org/requests>. I hereby acknowledge receipt of this Addendum 1 to the above-referenced Request for Proposals.

Firm Name: _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (____) _____ Email: _____

Signature: _____ Date: _____