



**PARK RIDGE PUBLIC LIBRARY
Request for Proposal
For
Managed Information Technology (IT) Services**

The Park Ridge Public Library is seeking proposals from qualified firms with experience providing IT support services to public libraries. Support services will include but are not limited to ongoing support and coordination of systems to ensure efficient operations, maintenance, troubleshooting, installation and implementation of new technologies including hardware and software for a system that serves the Library staff and the public. Services will include assistance to the public and staff during all hours the Library is open.

The Library will interview selected firms based on qualifications, experience and proposed price for the specified services. Once a service provider is selected, the Library will enter into a 24 month contract with an option for a one year renewal.

Proposals must include background information which identifies the qualifications of the firm, provides information on similar experience managing IT services and three references. Proposals should also include the following options:

- Agreement for September 1, 2025 to August 31, 2027 with renewal pricing as follows:
 - September 1, 2025 to August 31, 2026
 - September 1, 2026 to August 31, 2027
- Optional third year agreement for September 1, 2027 to August 31, 2028 with renewal pricing as follows:
 - September 1, 2027 to August 31, 2028

All questions regarding the details of this proposal should be emailed to Business Office, librarydirector@parkridgelibrary.org.

All proposals must be received by Joanna Bertucci, Library Director via email or in hard copy at the Park Ridge Public Library, 20 South Prospect Avenue, Park Ridge, IL 60068 on or before 4:00 p.m., Monday, June 16, 2025.



About the Park Ridge Public Library

The Library is a city library that serves a population of 39,656 within the city limits. The Library is open 7 days per week year round, a total of 70 hours per week. The Library is a busy well used city service with an average of 800 visitors per day.

There are approximately 70 employees. Current IT services are managed in their entirety by an independent service provider for 'on call' troubleshooting and technical support at all times in addition to high level support assistance.

The Library has valid vendor support contracts for software, critical hardware and applications. The environment was built new approximately 20 years ago and has been upgraded periodically. It includes a secure wired and wireless network, a next generation firewall, security camera management server, file server, and virtual server. Managed services will include overseeing the IT environment as well as the telephone service provided by AireSpring and B & B Technologies, Internet services provided by Astound, printer/copier fleet leased from Gordon Flesch, the building key card and security camera systems. It will also include assisting the public with IT services and training staff as needed.

The Library is a member of Cooperative Computer Services (CCS) a consortium that provides an integrated library system for the online catalog, circulation of materials and inventory control. Managed services will coordinate all technical requirements of the integration of this system within the Library's network.

[Weblinx](#) hosts the Library's website and website management is not part of the proposed managed services except for providing information as needed to the third party.

Information Technology Responsibilities

Responsibilities include coordination of all IT functions that serve the staff and general public that use the Library's technology, including but not limited to the following:

- Skilled staff will be on site Monday thru Friday during the day and will assist staff and public as needed.
- In person technology assistance is to be provided in the evenings (Monday thru Thursday, 6-9) and on the weekends (Saturday, 9-5 and Sunday, 12-5 PM).
- Coordinates and implements acquisition/installation/training for LAN physical resources including computers, servers, hard disk storage, printers, modems and scanners, maintaining equipment maintenance logs and history.
- Coordinates and implements/installation/maintenance of NOS (network operating system) including configuration of NOS, access security, troubleshooting, overall installation and maintenance of file server files and information sources.
- Coordinates and implements acquisition/installation/training for LAN applications software including word processing, spreadsheet, database, desk top publishing, communications.
- Coordinates and implements acquisition/installation/training/maintenance for telephone system



physical resources including telephones, paging system and public address system.

- Coordinates and implements design/installation/programming for software systems of the telephone, automatic attendant, voicemail and automatic call distribution systems.
- Coordinates and implements acquisition/installation/troubleshooting/repair of telephone lines and equipment.
- Installs internal cabling and makes changes or oversees work of outside contractor.
- Coordinates troubleshooting, problem reporting, and maintenance coordination to/with all vendor(s), including but not limited to Cooperative Computer Services, LibCal, HVAC system, building security systems, telephone services, photocopiers, and public scanner.
- Supervises maintenance programs for Library technology equipment and makes recommendations for replacements as necessary.
- Trains Library personnel in use of computers/software/telephones and other equipment, providing appropriate written training materials updated as necessary.
- Provides reports for Library Board of Trustees and makes presentations as needed.
- Provides in-house support for Library website and coordinates work with Library's website provider as needed.
- Performs all routine maintenance and upgrades when Library is not open to the public to avoid service disruptions.
- Interviews, hires and trains Technology Assistants and provides supervision, evaluation and ongoing training.
- May represent the Library at appropriate meetings.
- Stays up to date with technology and the ways technology is used in libraries and makes recommendations for improvements and modifications.
- Provides support for technology emergencies whenever Library is open, 7 days, 70 hours per week.
- Maintains an inventory of technology assets.
- Prepares a 5-year technology program in coordination Library Director with annual updates.
- Prepares annual budget for Library technology needs, maintains technology fund schedule and makes recommendations to Library Director.
- Maintains warranty on all equipment.

Project Timeline

<i>Date</i>	<i>Task</i>
Monday, May 12, 2025	RFP issued
Monday, June 16, 2025 by 4:00 pm CST	Responses due
Tuesday, July 8, 2025	Present recommendation at the Planning & Operations Committee of the Whole meeting
Tuesday, July 15, 2025	Library Board votes to award contract
Monday, September 1, 2025	Contract with selected firm commences

Network and Equipment Information Attached

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
	Microsoft 365	Exchange Online, Teams, Sharepoint		
Firewall-FortiGate 201F	FortiGuard Enterprise subscription	Firewall	FortiOS v7.0.15	
Unitrends 9004	Unitrends Backup	D2D Backup	Linux	Includes cloud replication (hot backup environment)
Server - HP ProLiant DL380 Gen11	Video Insight	Security Camera NVR & Management	Win Server 2022 Standard (64bit)	
Server - HP ProLiant DL380 Gen9	Active Directory Group Policy Public Web Browser (PWB)	Primary Domain Controller Staff Print Server	Win Server 2022 Standard (64bit)	Roaming Profiles 150 AD users PWB root for catalog
Server - HP ProLiant DL380 Gen10	Hyper-V	Virtual Server (Parent)	Win Server 2022 Standard (64bit)	
Virtual Server	Active Directory Group Policy	Virtual Server (Child) Secondary Domain Controller	Win Server 2019 Standard (64bit)	
Virtual Server	Exchange Server 2016 Hybrid Active Directory System Center 2016 VMM	Virtual Server (Child) Active Sync for O365	Win Server 2016 Standard (64bit)	
Virtual Server	MyPC Reservations PrinterOn/Print Delivery PaperCut Supervisor Administrator MySQL Server	Virtual Server (Child) Patron Print Server Patron Reservation System Payment System Print from anywhere Printing	Win Server 2022 Standard (64bit)	
Virtual Server	Wi-Fi certificates	Virtual Server (Child) Wi-Fi__33 certificates	Win Server 2019 Standard (64bit)	
Virtual Server	Resource Server	Virtual Server (Child) Antivirus Server	Win Server 2019 Standard (64bit)	

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
Virtual Server	VI Manager	Virtual Server (Child) Virtual Insight Manager	Windows 10 64bit	
Virtual Server	FM Audit onsite	Virtual Server (Child) Third party software	Windows 10 64bit	

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
HPE Aruba 5412 v3 zl2		Chassis Switch		
HPE Aruba 2930M		Server Switch		POE VLAN
HP MSR2003 router		Entire network		100Mbps symmetric fiber Internet circuit
HP Access Points		Staff and Patron	AP-515 / Aruba Central Wireless Controller	25 Access Points 4 SSIDs
HP Mini switches		Staff		3 units
Eaton ePDU Managed		Server Rack PDU		
Eaton 5PX 3000 UPS		Server Rack UPS + ERM		
Eaton 5PX 2200 UPS		Switch Rack UPS		
Eaton switched rack PDU		Switch Rack UPS		
Eaton 5PX 2200 UPS		A.M.H. UPS		
Avocent 3108		Server KVM		

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
Desktops - HP	Office 2016 Pro Plus Polaris (ILS software) MyPC Computer Reservation Auto Hotkey	Staff	Windows 10 64bit	65 units
Studio Laptops	Epilog laser cutter Office 2016	Staff	Windows 10 64bit	2 units
Laptops - HP	Office 2016	Staff	Windows 10 64bit	11 units
Mac Studio	Adobe Creative Cloud Suite Office 2016	Graphics Artist	Sequoia OS	1 unit
Laptops - HP		Stand Alone	Windows 10 64bit	8 unit
Desktops - HP	Office 2016 MyPC Reservation PaperCut Paint.net	Patron	Windows 10 64bit	17 units
Laptops - HP	Office 2016 Cricut	Patron Training	Windows 10 64bit	1 units
Laptop - HP	Office 2016	Patron Meeting Room	Windows 10 64bit	2 units
Laptops - HP	Office 2016 Corel Software Suite Cricut	Patron Training	Windows 10 64bit	4 units
Catalogs - HP	Public Web Browser	Patron	Windows 10 64bit	5 units
Microfilm Machine	Powerscan 2200	Patron	Windows 10 64bit	1 unit
PC UPS		Staff		4 units
Jabra Panacast Meet Anywhere		Staff / Patron		1 unit
Fax Machine		Staff		1 unit
Mac Studio	Adobe Creative Cloud Suite Garage Band iMovie Video Capture DeepFreeze	Patron - Digital Media Lab	Sequoia OS	1 unit
HP LaserJet Network M.F.P.		Staff		1 units

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
HP DesignJet T730 36-in Printer		Graphic Artist		1 unit
Epson Perfection V600 Photo		Patron		1 unit
Epson 12000XL Scanner	Transparency unit	Staff		1 unit
TEAC Audio Player		Patron		1 unit
Optelec		Patron		2 units
iPhone (Various models)		Staff		10
ADP Time Clocks -iPads		Staff		6 units
Panasonic		Video Security System		30 cameras network H.265
Ring Doorbell		Staff		4 units
Biamp MXA 150		PA System		
Overhead Projector EB_L530U		Large Meeting Room		
Grommes ~ Precision Mixer Amplifier		Large Meeting Room		
Shure - Lapel Mic		Large Meeting Room		2 units
Shure - Handheld Mic		Large Meeting Room		1 unit
Blu-ray Player		Large Meeting Room		1 unit
APC UPS		Large Meeting Room		1 unit
Drop down projector screen		Large Meeting Room		
Epson Projectors		Presentations		1 units
Large monitors		Presentations		3 units
Digital Signage Monitors	Powerpoint	Promote Library Services, Display Library donors and life members		2 units
Barcode Scanners				40 units
Receipt Printers				30 units
Cricut		Patron / Staff		2 unit

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
Silhouette Cameo		Patron / Staff		2 unit
Epilog Laser cutter		Patron / Staff		1 unit
Webcams		Staff		15 units
Label Makers		Staff		3 units
CPAD Print Release w/Credit Card Reader and coin Tower	PaperCut	Patron		3 units
All in one Simple Scan/Fax Station		Patron	Windows 10 64bit	1 unit Scan to email Scan to fax
A.M.H.	3 intakes, 7 bins, 3 PCs	Sorter	Windows 10 64bit	
Self-Check Out	quickConnect selfCheck System Manager	Patron Self-Check	Windows 10 64bit	5 units
R.F.I.D. Pads		Staff		10 units
R.F.I.D. gate	2 pedestals			1 unit
PAX S300 Credit Card Reader		Patron Self-Check payment		5 units Annual PCI Compliance
Ingencio iCT 250 Credit Card Reader		Payment		1 unitCompliance
Website Payment		Patron Payment		PCI compliance
Lexmark XC2326		Staff Copy Scan to Email User code to make copy		4 units
Lexmark M3250		Staff Printing		8 units
Ricoh IM C6000	Booklet Finisher	Staff Copy Scan to Email User code to make copy		1 units
Ricoh IM C4500	Internal Finisher	Staff Copy Scan to Email User code to make copy		1 units

2025 LIBRARY TECHNOLOGY - PARK RIDGE PUBLIC LIBRARY

Hardware	Applications	Use	Environment	Added Info
Ricoh IM C4500		Patron printing Patron copy		3 units
NEC 1900 Phone System		Staff		
NEC DTL-24D DT-500 Series		Staff		55 handsets
EnGenius Cordless		Staff		1 unit
Ploycom SoundStation 2		Staff		2 units
Vanderbilt Bright Blue Security		Door entry security system		100 badges Separate Timezones
Microfilm Machine				1 unit