EXHIBIT A

SECTION 2 – SUMMARY AND SPECIFICATIONS

2.1. Summary

2.1.1. Information Technology Services: The Successful Respondent shall be ready, willing, and able to deploy and will allocate and deploy a sufficient number of employees who are fully trained and who have at least two (2) years providing information technology services.

2.1.2. Responsibility: The Successful Respondent shall be fully responsible for the timeliness and quality of all information technology services to be performed for the Library.

2.2. Specifications

The Successful Respondent shall be responsible for performing the following technology services in a timely and in a high-quality manner:

2.2.1. Server Maintenance: Responsible for monthly server maintenance and updates. We have about 6 physical servers and 20 virtual servers. This process takes about 4 to 6 hours per month. This process will need to be done outside of normal business hours (M-Th 9:00 a.m.–9:00 p.m., Fr-Sat 9:00 a.m.-6:00 p.m., Sun 1:00 p.m.-5:00 p.m.).

2.2.2. Network Maintenance: Responsible for network maintenance and updates, which includes patching our network switches, firewall, and checking the firewall logs. We have 7 network switches and we would like 30 minutes per month of log checking. All of our switches are HPE\Aruba and our router\firewall is a Netgate\pfSense model. This maintenance will need to be done outside of normal business hours (see 2.2.1).

2.2.3. Emergency Availability: Must be available for emergency response 7 days per week.

2.2.4. Backup Management: Manage local and offsite backups for Library infrastructure. Include the cost of any software or licensing required. (See project 2.3.1.)

2.2.5. Tier 3 Troubleshooting: Provide Tier 3 troubleshooting to assist Library IT in solving complex issues.

2.2.6. Supporting New Technology Initiatives: Assist Library IT in research, implementation, and support of new products and initiatives.
2.3. **List of Projects to Be Completed**

In addition to the ongoing maintenance and support, the Library has several major projects that we would like to be completed by the Successful Respondent. These projects were delayed due to staff turnover. When providing a proposal, please delineate ongoing costs versus project costs for the two years of the Contract.

- **2.3.1. Offsite backups:** Implement an improved and current automated backup system (cloud-based) for all servers. We have about 14TB of data that we back up monthly off-site. These are full server backups and there may be a way to reduce their sizes and improve efficiency. We would like to switch to a vendor-managed solution. The Library also has a few Synology disk bays that can be used for this purpose.

- **2.3.2. Hyper-V Storage Clustering:** The Library has two Hyper-V nodes that we would like set up to utilize a clustered storage environment for failover purposes. We have close to 3TB of Hyper-V data on 2 physical servers. The Library already has enough storage to accommodate this project.

- **2.3.3. Dual ISP:** In the future we will have a second ISP with a second direct fiber line to the building. We will need a dual ISP setup implemented for failover purposes.

- **2.3.4. Cybersecurity Risk Assessment:** We would like to have a cybersecurity assessment done to help strengthen our infrastructure.

2.4. **Other Responsibilities of Successful Respondent**

The Successful Respondent shall:

- **2.4.1.** Close and lock doors, shut off lights, secure all external doors, and activate the Library’s security system when they have completed any after-hours work.

- **2.4.2.** Provide capable, qualified, and thoroughly trained personnel to do the work assigned to them. All personnel shall have at least two (2) years of experience in performing the work and/or tasks assigned them to perform at the Library.

- **2.4.3.** Provide employees who are physically able to do their assigned work. Nothing herein shall be deemed or construed as prohibiting the Successful Respondent from providing employees with disabilities so long as the Successful Respondent has made reasonable accommodations such that those employees are able to perform the work and/or tasks assigned to them.

- **2.4.4.** Ensure that employees observe the Library’s Rules of Behavior Policy in the building or on the job site and to comply with all instructions issued by the Library’s Information Technology Manager or authorized representative.

- **2.4.5.** Provide a local responsible supervisor with telephone who can be contacted 24 hours a day, 7 days a week for immediate response to a concern and who can be on-site within 30 minutes.
2.4.6. Be responsible for any and all damage done to or theft of any Library property by any employee of the Successful Respondent.

2.4.7. Meet two times per month with the Library’s Information Technology Manager to discuss all services, work, and/or tasks performed by the Successful Respondent and other matters related to the Contract between the Library and the Successful Respondent. The Successful Respondent shall bring to the attention of the Library’s Information Technology Manager any and all changes in procedures and operations that may be necessary and of mutual advantage. No change will be permitted in any of the Contract Specifications or Conditions unless the Parties to the Contract agree in writing.

2.4.8. Submit forms, daily or on another periodic basis, work reports, progress reports, etc., that the Library may reasonably request concerning the services and tasks performed by the Successful Respondent.

2.5. **Work Rules for Successful Respondent’s Work Crew**

The Successful Respondent will be required to assure that all employees assigned to undertake and perform work or tasks at the Library, when performing or completing such work or tasks on the Library’s premises, as the case may be, shall:

2.5.1. Wear a Photo I.D. tag or badge that bears their photo-likeness, name, and the name of the Successful Respondent.

2.5.2. Refrain from allowing visitors to accompany such employees while on any of the Library’s premises or who are not otherwise authorized to be on any Library premises.

2.5.3. Refrain from smoking while on any Library property and while in any Library building.

2.6. **Security Requirements**

The Successful Respondent will be subject to the following security requirements:

2.6.1. The Successful Respondent’s employees will be required to undergo a security clearance check conducted by the Successful Respondent prior to being permitted to work on the Library’s premises.

2.6.2. The Successful Respondent shall assure that any employee assigned to perform work or undertake tasks on Library premises shall comply with any and all of the Library’s security requirements. Such compliance will include learning all security features necessary to enter and/or exit any Library building. Failure to comply with this provision will result in the Successful Respondent being responsible for any cost due to false alarms directly attributable to any employee of the Successful Respondent. The Library will have the authority to deduct any such charges from moneys due and owing to the Successful Respondent.

2.6.3. The Successful Respondent will be required to assure that all of its employees wear a Photo I.D. tag or badge that bears their photo-likeness, name, and the name of the Successful Respondent.
2.6.4. Employees of the Successful Respondent will have been carefully interviewed, screened, and references checked by the Successful Respondent. Such employees will be required to be bonded by an insuring agent in the amount of $20,000, and verification must be submitted within five (5) business days from the date the Contract is awarded to the Successful Respondent. Failure to provide such information shall be grounds for revoking the award of Contract to the Successful Respondent.

2.6.5. All of the Successful Respondent’s employees who will be assigned to work or perform tasks for the Library on any of the Library’s premises will be required to undergo a background and security check conducted by the Successful Respondent prior to having access to any Library facility.

2.6.6. The Successful Respondent’s employees will not be allowed access to any Library facility without prior notice to and approval by the Library’s IT Manager or authorized representative.

2.7. Insurance Requirements

The Successful Respondent will be required to furnish one or more Certificates of Insurance that name the Library as an additional insured that provide the coverages in the amounts listed below. All insurance coverage reflected on the one or more Certificates of Insurance shall remain in full force and effect throughout the duration of the Contract and any extensions thereof, if any.

2.7.1. Worker’s Compensation

Basic policy including occupational disease -- statutory limits.

Employer’s Liability: at least $100,000/per person per accident and at least $500,000 each accident.

Successful Respondents having offices or places of hire outside the State of Illinois shall attach or otherwise show an “all states” endorsement.

2.7.2. Comprehensive General Liability

Minimum limits:

Bodily Injury: $1,000,000/each occurrence; $1,000,000/aggregate

Property Damage: $1,000,000/each occurrence; $1,000,000/aggregate

Included coverage:

- Premises and Operations
- Independent Contractors
- Products and Completed Operations (including coverage for defects in materials, products, or equipment installed under the Contract that appear within one year after the date of substantial completion)
- Property Damage -- include Broad Form. Write on occurrence basis.
- Contractual Liability
• Bodily Injury -- include Personal Injury
• Property Damage -- remove “XC” exclusion
• Property Damage -- remove “U” exclusion

2.7.3. Comprehensive Automobile Liability

Minimum Limits:

Bodily Injury: $1,000,000/each person
Property Damage: $1,000,000/each occurrence

Included Coverage (may be in comprehensive form): Owned vehicles, non-owned vehicles, hired vehicles, property damage

Written on occurrence basis

2.7.4. Excess Liability

Umbrella form: Combined bodily injury and property damage minimum limits: $1,000,000/each occurrence; $1,000,000/aggregate

2.7.5. Surety Ratings: Insurance required shall be written with a company having at least an “A-10” rating as listed in Best Insurance Guide, latest edition.

2.7.6. Maintenance of the insurance shall in no way relieve the Successful Respondent from any responsibility or requirement to the Successful Respondent of any responsibility whatsoever. The Successful Respondent may carry, at their own expense, such additional insurance as is deemed necessary, providing such insurance does not prejudice or in any way interfere with the Library’s rights of recovery under the Library’s Builder’s Risk Insurance.

2.8. Utilities and Storage

The Library shall provide adequate utilities, including electrical power, water, heating, and air conditioning to facilitate the Successful Respondent’s performance of its work and tasks as agreed upon. Further, the Library will provide limited secure storage area(s) for the Successful Respondent’s use. The Successful Respondent will be required to keep the storage space clean and have its supplies, materials, and equipment properly stored as not to present a health, safety, or fire hazard.

2.9. Response Form

Each Response shall be completed using the form(s) included herewith.