



15001 Wells Port Drive
Austin, Texas 78728
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February 9, 2017

Request for Proposal-Technician Needed for Maintenance and On-Call Repairs

Position Description:

The Wells Branch Community Library is a small library district in North Austin. We are in need of a technician or group to manage our computer systems. We need someone to do preventative, upgrades and new installations quarterly, and to be available for emergency trouble-shooting and repairs.

The library is open 7 days each week. Our circulation system is completely online and our patron computers are in near constant use. We need a technician who can respond quickly when there is a problem.

Interested persons are encouraged to contact the library's Circulation Supervisor Natalee Corbett (natalee@wblibrary.org) or Technology Librarian Jeremy Selvidge (jeremy@wblibrary.org) during library hours to get more information and/or arrange a time to come look at the system before submitting a bid.

All other items being equal, preference will be given to respondents that live or operate their business in the Wells Branch Community Library District. Woman or minority owned small businesses are also encouraged to apply.

Attached please find the library's technology plan, which includes information about the systems in place and services required.

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Project: Technology Maintenance at Wells Branch Community Library

Company: _____

Contact Person: _____

Email: _____ Phone: _____

Do you live or is the business operated in the library district? _____

Agreements:

- Emergency Repairs: same-day response
- Non-Emergency: 72-hour response
- Emergency availability: 7 days per week for remote or phone support.

Please quote us the following:

- Initial fee to come in, become familiar with the system, and set up anything necessary to take over as technical support and provide remote assistance.
- Emergency Rate
- Hourly rates and billing increments
- Minimum Trip charge (if applicable)
- Rate for off-site repairs and assistance through remote login or phone support

Requirements:

- Bid worksheets must be completed with itemized charges and returned to the library by April 1, 2017.
- Bid must be itemized with breakdown of cost for each bullet point
- Qualifications and references (up to 3) should be submitted with Bid.

Please include familiarity with: server management, filtering software, antivirus software, Windows Server 2012 R2, public access computers, Envisionware products, Biblionix circulation software

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