EmployIndy

Advancing workforce solutions for Indianapolis

Request for Proposals
#2014-002

To Provide Managed Network and Administrative IT Services

RFP Issue Date: January 21, 2014
Proposal Due Date: February 21, 2014
12:00 p.m. EST

Services to be provided between:
July 1, 2014 --- June 30, 2015

EmployIndy, EmployIndy programs and contracted providers are Equal Opportunity Employers/Programs.
Auxiliary aids and services are available upon request to individuals with disabilities.

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Request for Proposals to Provide WorkOne Services

EmployIndy, the Workforce Investment Board for Marion County, is a not-for-profit corporation. EmployIndy convenes community leaders to address workforce development issues and strategically coordinates funding from federal, state, local and private sources to develop a diverse, prepared workforce that meets the needs of existing and potential employers. EmployIndy oversees and implements federal, state and local workforce development activities that are delivered through our WorkOne system throughout Marion County.

I. Statement of Purpose

EmployIndy is soliciting proposals to provide managed IT services for the EmployIndy administrative office, the WorkOne Indianapolis offices, Mobile WorkOne, virtual WorkOne and youth sites and community based organizations that employment services are provided.

The primary funding source for IT services as a result of this RFP will be Workforce Investment Act (WIA). The funds will be made available in the Marion County, Indiana WorkOne Indianapolis system from July 1, 2014 through June 30, 2015. Up to three one-year renewal options will be available at the discretion of EmployIndy.

II. Overview

The provision of Marion County managed IT services will be primarily delivered though the following locations, but additional sites will be utilized throughout the course of the agreement for job fairs or other community sponsored events.

EmployIndy
115 W. Washington St., Suite 450 South
Indianapolis, IN 46204

WorkOne West
3400 Lafayette Rd.
Indianapolis, IN 46222

WorkOne East
2525 N. Shadeland Ave., Suite C3
Indianapolis, IN 46219

WorkOne North
9002 Purdue Road, Suite 200
Indianapolis, IN 46268

Youth Works Indy
1375 W. 16th St.
Indianapolis, IN 46202

Jobs for American Graduates
Arlington High School
Arsenal Tech High School
Ben Davis High School
Decatur Central High School
Decatur Enrichment Center
George Washington Community High School
Indianapolis Metropolitan High School
Northwest High School

EmployIndy

The EmployIndy administrative office houses approximately 15 staff, two conference rooms, seven unassigned workstations/offices, and a server room that maintains a virtualized server configuration for the organization. The servers maintain internal and external redundancy.

WorkOne West

The WorkOne West office houses approximately 18 staff, one conference room, three training rooms, one computer lab with 24 workstations, and 50 public computers for client use in the lobby. The office also maintains a server configured with a public and private domain and shares redundancy with the WorkOne East and WorkOne North offices.

WorkOne East

The WorkOne East office houses approximately 18 staff, one conference room, two training rooms, one computer lab with 24 workstations, and 50 public computers for client use in the lobby. The office also maintains a server configured with a public and private domain and shares redundancy with the WorkOne West and WorkOne North offices.

WorkOne North

The WorkOne North office houses approximately 25 staff, two conference room, two training rooms, one computer lab with 24 workstations, and 28 public computers for client use in the lobby. The office also maintains a server configured with a public and private domain and shares redundancy with the WorkOne East and WorkOne North offices.

Jobs for Americas Graduates

The Jobs for Americas Graduates (JAG) program has approximately 100 workstations and laptops in service. The workstations are connected to the school corporations and coordination with the schools is key to servicing these machines.

Mobile WorkOne and other Workforce Events

The workforce development industry is very fluid. Federal, State and private organizations often offer funding opportunities to provide services to targeted audiences or to conduct pilot programs/events. The respondents to this RFP will have approximately 60 mobile laptops to maintain and deploy to events as needed. This occurs approximately four to six times per year.

Proposals to this RFP

Respondents to this RFP are asked to submit proposals that address servicing all the offices, workstations, and networks maintained by EmployIndy. Daily traffic volumes in the WorkOne offices can vary greatly based on the unemployment rate, general state of the economy and day of the week. The monthly average public visit for all offices is about 22,000 a month or about 240,000 visitors annually. These numbers just measure the current traffic flow and do not reflect actual targets. Successful respondents who contract with EmployIndy for services will be considered as vendors.

III. Specifications & Scope of Work

A. Objectives

The selection to this RFP will provide managed services to address the following expectations of EmployIndy:

1. Monitor the network health and connectivity for EmployIndy and WorkOne Indy offices
2. Monitor and manage server health for EmployIndy and WorkOne Indy offices
3. Manage server and workstation patches and antivirus at EmployIndy and WorkOne.
4. Monitor and manage Unitrends backups.
5. Provide Onsite Support for locations identified in Section 1 of this RFP.

B. Services and Deliverables

Monitor and Management of Servers and LAN Devices

A Monitoring Service/server may be installed at each of the client's sites to monitor network health and control patching. Typical items being monitored are:

1. System State
    a) CPU Utilization
    b) Memory Utilization
    c) Drive Space Usage
2. Monitor Backup Jobs
3. Monitor and Maintain Anti-Virus software on Servers and Workstations
4. Monitor and maintain Microsoft Critical Patch Levels on Servers and Workstations
5. Maintain Third Party Application Updates (such as: Adobe and JAVA)

Remote Support

1. Respondent must, at a minimum, be available Monday thru Friday, 8:00am to 5:00 PM for remote access support excluding holidays.
2. Respondent will answer, evaluate and prioritize incoming request from EmployIndy, WorkOne and JAG Workforce Initiatives in order to dispatch the proper level of support.
3. Respondent will document all request for assistance made by EmployIndy, WorkOne and JAG Workforce Initiatives, and will keep copies of trouble tickets in an accessible database for EmployIndy.

4. Respondent must log and track calls using a problem management database, and maintain historical records and related problem documentation.

5. Respondent will provide research and suggest appropriate upgrades, new technologies and equipment purchases with EmployIndy.

On Site Support

1. Respondent must provide onsite support on an as needed basis throughout the month.

2. Respondent must be able to handle problem identification, research, isolation, resolution, root cause analysis and documentation for routine work on the EmployIndy and WorkOne networks

3. Respondent must provide Systems administration for all servers and equipment attached to the network.

4. Respondent must troubleshoot problems with network printers and provide break fix support for the few remaining desktop printers at EmployIndy and WorkOne Indy.

5. Respondent must provision/de-provision new/exiting user IDs in Active Directory, give appropriate predefined permissions for software, file, email, and printer access.

6. Respondent must manage and solve problems related to the network infrastructure, Wi-Fi, Internet Connection, UPS, backup equipment and server hardware services.

7. Respondent must manage relationships with hardware and software vendors for replacement parts and warranty work.

8. Respondent must keep an updated binder of system notes and educational material regarding the system structure and secure all systems to industry standard.

9. Respondent must retire, clean and scrub confidential data from PCs being replaced to DoD 5220.22-M and prepare workstations to be recycled and decommissioned.

10. Respondent must deploy mobile technology resources to EmployIndy's mobile/onsite staff.

Reporting

1. Respondents must provide reporting on a monthly basis. Reports must show the trouble tickets logged by the Client on a monthly basis and Network Health Reports.

2. Respondent must provide EmployIndy management team monthly reports of the calls logged by location (i.e. WorkOne East, EmployIndy, JAG, etc.).

C. Program Period

The intent of this RFP is to contract with a vendor to develop and deliver and IT support solution for the WorkOne system of Marion County. The intent is to have a contract period that begins July 1, 2014, and ends on June 30, 2015. Furthermore, it is the intent to allow up to three, one-year extension at the discretion of EmployIndy.

D. Funding Available[1]

Funding availability may vary based on federal WIA allocations, as well as, the availability of non-WIA funding. The respondent should provide the best response based on the specification provided in this request for proposal. Actual funding levels will be specified by contracts that are executed as a result of this RFP. Additional funding may become available to support additional product development needs, each vendor should provide an al a cart cost of services they could provide that may not be within the scope of this RFP.

IV. Proposal

A. Submission Requirements

Technical Qualifications

To be eligible for consideration, individuals or organizations submitting proposals may not have a financial or policy interest in EmployIndy and must demonstrate that they:

1. Have experienced staff or subcontractors to provide the products described in this proposal or must show the ability to efficiently deliver products in a timely manner.
2. Have experience in performing similar types of services in the public or private sector.
3. Are able to contract with EmployIndy for the timely delivery of the services.
4. Can demonstrate the delivery of the specific or similar products and services specified in this RFP.

Proposal Components

To be considered for funding, all applications submitted must adhere to the following requirements:

Components	Evaluation Criteria	Maximum Pages
Proposal Summary Page (Attachment A)	◆ Summary document	**1**
Organization and Staffing	◆ Description of organizational experience, capacity, and qualifications including details on all successful projects that are similar in nature and scope ◆ Profiles of the organization's staff to provide requested services and identification of the roles of specified personnel ◆ Organizational chart (as an attachment) with key personnel identified	**3**
Proposal Narrative	◆ The proposed description of the implementation services and delivery schedules as applicable ◆ Scope of Services addressing the required components outlined in Section III ◆ The specific questions asked under *Proposal Narrative (Section IV, subsection C)*must be addressed ◆ Innovative ideas that could be implemented in support of the overall concepts, strategies and objectives stated in this RFP	**8**
Budget Narrative (Attachments B)	◆ A budget narrative that explains and supports the detail contained in the budget worksheet. ◆ Budget Worksheets (Attachment B) (as attachments) ◆ Budget details, as appropriate	**4**
Attachments*	◆ Organizational Chart ◆ Staff Resumes or Qualifications (if personnel is not on staff – job or position descriptions) ◆ Budget Worksheets ◆ List of three (3) professional references with names, addresses, and current telephone numbers of contact persons for whom similar work has been performed *Attachments listed above will not count against the page limit	
	TOTAL PAGES (without attachments)	**16**

Proposal Format

a) All bidders must provide one original and five copies of their proposal.
b) The proposal must be written in Microsoft Word for Windows and submitted in hard copy along with a copy of the response on a CD or flash drive. (Please do not "write protect" the CD).
c) Proposals must be typed in 12 point font, double-spaced with one inch margins and on letter size paper (8 ½ x 11).
d) Pages must be numbered in the footer at the bottom center of each page in "Page X of Y" format. The applicants name must also be listed in the footer at the bottom right of each page. Font size for the required footer may be 10 point.
e) Applications may not be faxed or transmitted by email.
f) Applications can be submitted by regular mail, express courier delivery, or hand delivery.

Proposal Timeline[2]

The deadline for submission is February 21, 2014 by 12:00 noon. Faxed or emailed submissions will not be accepted. Proposals are to be submitted to the following:

Gus Linde
EmployIndy
PNC Center
115 West Washington St., Suite 450 S
Indianapolis, IN 46204

Any questions regarding this request for proposal must be submitted in writing by letter, fax (317) 639-0103 or e-mail to jbrown@employindy.org by the Submission of Questions due date shown in the RFP timeline below. Questions and responses will be posted on the EmployIndy web site at www.employindy.org. Potential bidders should check the EmployIndy web site regularly for posted correspondence.

A "letter of intent to bid" must be submitted to EmployIndy by 5:00 p.m. on February 7, 2014. The letter should be brief and clearly identify the respondent. The "letter of intent to bid" should be sent to the proposal email or address listed above. The "letter of intent to bid" will be viewed favorably, but is not mandatory.

EmployIndy has reserved time for bidder presentations in the RFP timeline. However, EmployIndy reserves the right to schedule bidder presentations at any time after the submission of the proposals. The purpose of the presentation is to obtain clarity for the review and selection process. Presentations will be part of the formal proposal review, evaluation and scoring. Presentations may be limited to a select number of proposals that are considered finalists.

Request for Proposal Timeline

[2] All times posted are eastern daylight savings times.

Issue RFP		January 21, 2014
Submission of Questions	12:00 Noon	January 31, 2014
Letter of Intent to Bid	5:00 p.m.	February 7, 2014
Proposal Due Date	12:00 Noon	February 21, 2014
Bidder Presentations (dates tentative)		March 10 -14, 2014
Target Contract Date		July 1, 2014

B. <u>Organization and Staffing</u>

This portion of the proposal is to provide information about the responding organization and its staff. The objective is to measure the stability of the organization, the experience with similar engagements and the quality of the staff that will be utilized in this engagement. In short, that the respondent has the ability, resources and expertise to successfully operate the Customer Solutions module in a progressive WorkOne Indianapolis system.

The respondent is to present a narrative that addresses their ability to provide the services as outlined in this RFP. The narrative should, at a minimum, address the points in the technical qualifications portion of this RFP. The organization and staffing aspects that make the respondent highly qualified for consideration should be addressed in this section. In addition, an organizational chart that includes key personnel names, resumes (or qualifications) for key personnel/positions, job descriptions and a copy of the organization's most recent financial audit must be provided.

C. <u>Proposal Narrative</u>

The Proposal Narrative will allow the respondent to provide information specifically about the services to be provided. The questions in this section allow the respondent to show their knowledge in workforce development and how implementation and operation will occur to maximize performance. The respondent must answer each question. The respondent may provide a general narrative at the beginning, but that narrative will be included in the page limitation.

1. What is the respondents approach to serving the servers and the LAN devices for EmployIndy and the WorkOne system described in this RFP.

2. What is the respondents approach to maintaining the 400-500 workstations in service at any given time at EmployIndy and the WorkOne system described in this RFP

3. What is the respondents approach to network and data security and how does the organization strategically address this growing concern.

4. Please provide an a la carte cost for various product types you may be proposing should funding be available to support additional services and/or products as an addition to this proposal.

D. Budget

The contract for services under this RFP will begin on July 1, 2014 and end on June 30, 2015[3]. Providers must provide the costs for providing the services outlined in this RFP using both the budget worksheet (Attachment B) and a budget narrative.

Budget Worksheet

As outlined in the budget worksheet, the bidder must provide the total costs for providing services and the costs for each major component within the scope of the proposal. The components information should include the following.

- Identify and the major components or deliverables as viewed by the vendor
- Provide projected person-hours of each major component
- Provide a brief description of the component deliverables

The proposed payment points and schedule of payments should be presented on the worksheet. Final payment points and schedule of payments will be negotiated during the contracting phase.

Budget Narrative

Each proposal must also include a budget narrative. The narrative is intended to describe the services and products that are covered for the budgeted dollars and/or payment points at the major component level.

V. Selection Criteria

All bidders are advised that each proposal will be evaluated based on responsiveness to this RFP. Proposals will be reviewed for completeness, clarity and adherence to stated requirements. Proposals will be rated based on the selection criteria and in rank order from the highest to lowest. Selections for contract negotiations will normally be made in rank order. However, to ensure availability of quality services, EmployIndy reserves the right to select lower ranked proposals when warranted. Such selection of proposals shall be made at the sole discretion of EmployIndy.

The top bidders or "finalists" from the Organization and Staffing, Proposal Narrative and Budget scoring will be brought in for presentations. During the presentations, evaluators will score the presentation for each module and may adjust original scores based on clarifying data provided during the presentation. At a minimum the presentation will consist of a short formal presentation and a question/answer period.

The evaluation will be worth a maximum of 100 points. The available points by evaluation factor are shown in the following chart:

Evaluation Factors	Maximum Points
Organization and Staffing	**25**
Proposal Narrative	**30**

[3] At the discretion of EmployIndy the contract may be modified to add three one-year extensions.

Evaluation Factors	Maximum Points
Budget	**30**
Presentation (scoring for finalists only)	**15**
Total Points	**100**

VI. Terms & Conditions

1. A bidder or its principals shall be in good standing, not debarred or suspended, proposed for debarment, declared ineligible or otherwise excluded from entering into a financial agreement of federal or state funds.

2. Local, small, minority and women owned businesses are encouraged to respond and shall not be discriminated against during proposal review.

3. EmployIndy is an equal opportunity employer. All bidders shall certify the same.

4. The bidder certifies and agrees that it will provide and maintain a drug-free workplace.

5. Issuance of the Request for Proposal does not commit EmployIndy to award a contract, to pay costs associated with proposal development or to procure or contract for goods and/or services. Payment for services will be negotiated.

6. EmployIndy reserves the right to reject any and all proposals if it is in the best interest of EmployIndy to do so and waive any minor informalities or irregularities in the RFP process. EmployIndy shall be the sole judge of these irregularities.

7. For the top-ranked bidder(s) selected, references or other points of contact as necessary will be made and any comments will be used to complete the evaluation process. EmployIndy reserves the right to enter into negotiations with one or more bidders as a result of the RFP evaluation process and enter into a best and final negotiation with one or more of the bidders.

8. EmployIndy will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP.

9. Proposals received after the due date and time will be considered non-responsive and will not be reviewed or evaluated.

10. Other issues of grievances, hearing resolutions and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. EmployIndy reserves the right to negotiate proposed outcomes, budget, and other matters prior to execution of the contract.

11. Bidders shall certify either no real or apparent conflict of interest exists in carrying out the scope of work described, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.

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Attachment A

Summary Page

Request for Proposal #2013-005 - WorkOne Services – Customer Solutions

Organization:
Address:

Phone Number:
Fax Number:

Contact Person:

Provide a Brief Description of Organization:

Cost Summary

July 1, 2014
through
June 30, 2015

$_____

Authorizing Official: _____
Signature/Date

_____
Typed Name/Title

Attachment B

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Request for Proposal #2013-005 - WorkOne Services – Customer Solutions

Budget Worksheet

Respondent Name: _____

Instructions: The budget worksheet is to show the total price for services and products to be provided with a more detailing of costs per major component and a proposed payment schedule.

July 1, 2014
through
June 30, 2015

Total Vendor Price _____

Below, provide detailed costs by major product and/or service components including a proposed payment schedule.