

## **Workforce Solutions (North Central Workforce Development Board) Request for Quotes (RFQ)**

### **Regional Information Technology Support Services**

Workforce Solutions is currently seeking quotes to procure for an IT Management Services Provider to provide IT services and maintenance for six (6) PA CareerLink® comprehensive centers, one (1) PA CareerLink® affiliate center and the Workforce Solutions office. This will be a 10-month term beginning on September 1, 2018 and ending on June 30, 2019 with the possibility of the agreement being renewed for an additional three (3) years. The PA CareerLink® centers are located in the counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter.

Questions regarding this RFQ will be accepted until 12:00 pm on Wednesday August 8, 2018 and should be directed to Pam Streich at [pstreich@ncwdb.org](mailto:pstreich@ncwdb.org) with **Regional IT Support** in the subject line.

Responses to all questions will be compiled and sent to all inquirers to this RFQ.

Responses to this RFQ are due by 12:00 pm Friday, August 24, 2018.

Electronic submissions of the detailed quotes are required and should be submitted to [pstreich@ncwdb.org](mailto:pstreich@ncwdb.org) with "RFQ Submission for **Regional IT Support** in the subject line.

### **Background**

Workforce Solutions for North Central PA is a 501(c)3 non-profit organization and is the Workforce Development Board authorized under the Workforce Innovation and Opportunity Act of 2014 (WIOA). Workforce Solutions is responsible for developing and implementing strategies around a broad workforce development agenda for the 6 county region of North Central PA, including counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter. Workforce Solutions diverse partners in the workforce development system include public agencies, private and non-profit businesses, education and training providers, community and economic development partnerships, and job seekers using the PA CareerLink® system.

Workforce Solutions is a workforce intermediary whose Vision Statement reads: Workforce Solutions will be a strategic workforce development leader focused on promoting economic prosperity and self-sufficiency of individuals by creating a workforce that is competitive in the global marketplace. Our Mission Statement reads: Workforce Solutions serves as the premier facilitator of an innovative workforce development system that meets the changing human capital needs of our employers and provides resources for our job seekers that maximizes their career potential and focuses on the customer's needs.

Workforce Solutions is responsible for the maintenance of the WIOA Title I Provider's computers and multifunctional devices (MFD), computers and MFD located in the Career Resource Centers at each PA CareerLink® center as well as staff computers and MFD at the Workforce Solutions office.

By submitting a proposal, an organization agrees to adhere to any and all Federal, State, and Workforce Solutions policy changes. Workforce Solutions is an equal opportunity employer.

### **The Project – Scope of Work**

Workforce Solutions is seeking providers for ongoing maintenance and support at 1) its administrative office, 2) ResCare Workforce Service staff located at 6 PA CareerLink® comprehensive centers and 1 affiliate center and 3) Career Resource Centers located at 6 PA CareerLink® comprehensive centers. Details follow:

## **1. Workforce Solutions Administrative Office**

The administrative office is located at 425 Old Kersey Road, Kersey PA 15846. There are 5 staff at this location and 2 additional staff located off site. The off-site staff will bring their laptops to the administrative office when necessary and appropriate.

See attachment for a complete list of computers and MDF.

## **2. PA CareerLink® comprehensive (6) and affiliate (1) centers**

### PA CareerLink® center – Cameron County - Affiliate

Pro America Premium Tool Building  
221 East 2<sup>nd</sup> Street  
Emporium, PA 15834

### PA CareerLink® center – Clearfield County at Clearfield

1125 Linden Street  
Clearfield, PA 16830

### PA CareerLink® center – Clearfield County at DuBois

20 North 6<sup>th</sup> Street  
DuBois, PA 15801

### PA CareerLink® center – Elk County

245 Depot Street  
St. Marys, PA 15857

### PA CareerLink® center – Jefferson County

103 Union Street, Suite 2  
Punxsutawney, PA 15767

### PA CareerLink® center – McKean County

40 Davis Street  
Bradford, PA 16701

### PA CareerLink® center – Potter County

279 Route 6 West  
Coudersport, PA 16915

See attachment for a complete list of the computer and MFD located at each site.

## **3. Career Resource Centers (CRCs)**

There are Career Resource Centers at each of the following PA CareerLink® comprehensive centers: (see addresses in previous section)

PA CareerLink® center – Clearfield County at Clearfield

PA CareerLink® center – Clearfield County at DuBois  
PA CareerLink® center – Elk County  
PA CareerLink® center – Jefferson County  
PA CareerLink® center – McKean County  
PA CareerLink® center – Potter County

See attachment for a complete list of the computer and MFD located at each site.

The support requirement includes:

Proactive management of the Information Technology Environment through continuous monitoring of services. This includes but is not limited to monthly updates and patches to IT infrastructure.

The IT environment and network includes, but is not limited to:

- Performance & Capacity Management, including connectivity
- Patch Management including 3rd Party & OS.
- Ongoing Server Maintenance
- License and Asset Management and updates (all licenses remain the property of Workforce Solutions)
- Scheduled Preventative Maintenance
- Anti-Virus Management
- Network Printer & Copier connections
- Consulting services for IT operations relating to business.
- General training of Workforce Solutions and PA CareerLink staff for services that can be done by a non-IT professional – including adding a new computer to the network, mapping drives, adding and removing users, restarting servers, and any other general issues.

When possible and appropriate remote troubleshooting is preferred.

The computer and IT network of the PA CareerLink® centers is complex due to the various partners that are utilizing the same shared network but need to keep their programs separate and secure from being viewed by other individuals from different programs within the same location. The PA CareerLink® network and servers are used to provide internet access to computer labs, Career Resource Area computers, and PA CareerLink® staff who work for various agencies. Also connected to the network are multifunctional devices (MFD) (printer/scanner/copier) which these various computers and users must be able to access (print to or scan from the MFD). Each PA CareerLink® center has numerous partners, each with their own computers that will utilize the network, server, and MFDs. The different partners will need to be able to save their files in such a manner that they cannot be seen or accessed by other partners, along with the capacity to also save files in a shared location that could be accessed by multiple partners. The computers in the Career Resource Area and computer labs are utilized by the public and need access to the MFD and network. These computers should not have access to any of the partner files.

Personally Identifiable Information (PII): Any and all work performed under this subcontract must meet the security regulations outlined in Training and Employment Guidance Letter (TEGL) 39-11 which can be accessed at the following link: [https://wdr.doleta.gov/directives/corr\\_doc.cfm?docn=7872](https://wdr.doleta.gov/directives/corr_doc.cfm?docn=7872)

For more detail regarding Workforce Solutions and our PA CareerLink system we encourage you to visit our website at [www.workforcesolutionspa.com](http://www.workforcesolutionspa.com).

Bidders must follow RFQ document exactly, and be responsive to ALL requirements of this RFQ. It is the bidders' responsibility to provide all specified materials in the required form and format.

**Response Requirements (minimum requirements)**

For ease and efficiency of review, Workforce Solutions has specified the numbering protocol for bidders. Please follow this numbering protocol exactly, and do not re-number, insert numbers, or otherwise modify the sequence.

**Section A: General Information**

**1. Company Profile**

- a. Name of the business, contact person, and contact information: Provide address, telephone, mobile telephone number, fax number, e-mail address, and web address, as applicable.
- b. Statement of ownership: Describe the type of business entity (sole proprietorship, corporation, LLC or other) and list the majority and minority owners.

**2. Experience and Ability to perform this work**

- a. Provide examples of relevant work.
- b. Provide a minimum of three (3) client references.
- c. Provide a list of personnel who would be assigned to this project along with their credentials and experience.

**Section B: Maintenance and Service**

a) Approach

Include a maximum of 4-page narrative explaining your approach and methodology to meeting all of the project requirements outlined in the Project - Scope of Work.

**Section C: Pricing**

a) Pricing should include:

Based on the locations previously listed and what the successful bidder will be managing, please provide an hourly rate for services and/or any other special pricing options. Please explain how you will factor in travel time. Travel time must be an actual cost reimbursement.

**Selection Criteria**

**Selection will be made based on the following criteria:**

<b>CRITERIA</b>	<b>POINTS</b>
<b>Company Profile</b>	<b>10</b>
<b>Experience and Ability to perform this work</b>	<b>25</b>
<b>Proposed methodology to meet the intended objectives (Maintenance and Service)</b>	<b>25</b>
<b>Proposed Cost</b>	<b>25</b>
<b>Responsiveness to requirements of RFQ</b>	<b>15</b>

**Award**

Workforce Solutions reserves the right to determine the timing of the start of any work described above, to not proceed with some or all of the work, and to contract with more than one vendor for services described within this RFQ. Workforce Solutions reserves the right not to award a contract for the RFQ, and will not reimburse the cost incurred by bidders who respond to this notice. If awarded, a contractual agreement will be entered into between the qualified provider and Workforce Solutions. Workforce Solutions will approve invoices with an approved and compensate vendor once deliverables are met on a cost-reimbursement basis. The successful bidder will be required to provide a copy of their liability insurance policy.

Anticipated project dates will be September 1, 2018 through June 30, 2019.