

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 Service 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 12-month term beginning on July 1, 2021 and ending on June 30, 2022 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 Friday February 19, 2021 and should be directed to Pam Streich at 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, March 12, 2021.

Electronic submissions of the detailed quotes are required and should be submitted to 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 of technology and devices at 1) its administrative office, 2) Equus staff located at 6 PA CareerLink® comprehensive centers and 1 affiliate center and 3) PA CareerLink® centers including the Career Resources Centers, classroom labs, and others as identified.

Details follow:

1. Workforce Solutions Administrative Office

The administrative office is located at 425 Old Kersey Road, Kersey PA 15846. There are currently 5 staff at this location and 3 additional staff located off site. The off-site staff will bring their laptops to the administrative office when necessary and appropriate.

See Attachment 1 - List overview of computers and other devices.

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

PA CareerLink® center – Cameron County - Affiliate

135 West 4th Street
Emporium, PA 15834

PA CareerLink® center – Clearfield County at Clearfield

1125 Linden Street
Clearfield, PA 16830

PA CareerLink® center – Clearfield County at DuBois

602 West DuBois Avenue, Suite 1
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

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
- Coordinate with Internet Service Providers throughout the region to ensure services throughout the identified offices are working well; including the expanded internet into the parking areas of many of our centers.
- 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.

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

For more detail regarding Workforce Solutions and our PA CareerLink® system we encourage you to visit our website at 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:

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

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 July 1, 2021 through June 30, 2022.