



Request for Quotes IT Support Services

Release Date:	March 4, 2022
Quote Submission Deadline:	April 8, 2022, by 4:00 pm EST
Contract Period:	July 1, 2022, Contract Begins
Submission Extension:	April 22, 2022 by 4:00 pm EST

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Purpose of RFQ

The Alliance for Strategic Growth, Inc. (ASG), doing business as Eastern Indiana Works, serves as a pass-through entity for a myriad of employment and training programs in Economic Growth Region 6 (EGR 6) using a variety of state and federal grant resources, including those available through the Workforce Innovation and Opportunity Act (WIOA).

Grant funds for this RFQ are allocated under the Workforce Innovation and Opportunity Act of 2014 and distributed by formula allocation to local WDBs by the Indiana Department of Workforce Development (DWD). This Request for Quotes (RFQ) solicits quotes for the delivery of IT support services for the Eastern Indiana Works/ASG corporate office.

Contracts awarded are anticipated to commence July 1, 2022 (with an 8-week transition period starting May 1, 2022) and continue through June 30, 2023, contingent upon available funding. Pending performance, funding, and at the discretion of the Eastern Indiana Works/ASG Board of Directors, an awarded contract may be renewed on an annual basis for three (3) additional, one-year program periods, through June 30, 2026.

About Eastern Indiana Works/ASG

Eastern Indiana Works /ASG provide strategic leadership, oversight, and content delivery to the Economic Growth Region 6 (EGR6). EGR6 has been structured by the Governor of Indiana in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), and serves the Eastern Indiana Counties of Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union, and Wayne. Eastern Indiana Works/ASG is designated by the Economic Growth Region 6 Chief Elected Officials Executive Council to serve as the Eastern Indiana Works/Workforce Development Board. Eastern Indiana Works/ASG strives to prepare the Eastern Indiana workforce for high-demand, high-wage employment, and convenes regional private/public partners to provide funding for credential, certificate and degree programs that empower job seekers to meet the current and future workforce needs of Eastern Indiana Employers.

Eastern Indiana Works/ASG's mission and vision align with the intent of WIOA through the following commitments:

ENGAGE Employers- to gather real-time workforce demand data.

CONVENE Partners- convenes Economic Development, Education and Training Provider Partners to design and implement data-driven, cost-effective, Employer-demanded workforce training.

ALIGN Resources- to fund data-driven, cost-effective, Employer-demanded training.

EMPOWER the Workforce- empowers the current and future Eastern Indiana workforce with targeted training opportunities that prepare participants with opportunities for high-demand, high-wage jobs.

Eastern Indiana Works/ASG RFQ IT Support Services for PY2022
Due Date: Friday, April 8, 2022, 4:00 pm (EST)

Procurement Timeline

RFQ Release Date: **March 4, 2022**

RFQ Questions & Answers due: **March 18, 2022**

RFQ Q&A Responses posted to www.easternindianaworks.org

Proposal Packages Due- no later than Friday, April 8, 2022, 4:00pm EST

Contract Begins: **July 1, 2022**

RFQ Questions and Answers

Beginning with the release of this RFQ and continuing through Friday, March 18, 2022, 12:00 pm (EST), bidders may submit questions electronically to Rebecca Jennings, Associate Director of Strategic Initiatives, rjennings@easternindianaworks.org. Questions will not be answered over the phone, in person, via email, or directly to inquiring parties in any form. A question-and-answer page will be updated and posted on the website on a rolling basis at www.easternindianaworks.org.

Submission is Final

Unless specifically requested by Eastern Indiana Works/ASG, changes and/or amendments to the originally submitted proposal will not be considered. In addition, Eastern Indiana Works/ASG reserves the right to: (1) amend or withdraw this RFQ at any time, (2) reject any and all quotes, and (3) re-issue this RFQ if necessary.

Right to Appeal

Bidders have the right to appeal any action or decision related to this RFQ. Appeals must be submitted to Eastern Indiana Works/ASG and will be reviewed and investigated by the Executive Board. If a bidder wishes to appeal, a letter of inquiry must be submitted in writing within fifteen (15) calendar days of the date of the notice of non-award. Letters must detail the specific appeal and can include additional documentation as deemed necessary by the nature of the appeal. Letters should be addressed to:

Attn: Lyndsey Hellems, Executive Vice President of Administration
Address: Eastern Indiana Works/ASG, 3310 W. Fox Ridge Ln. Suite A, Muncie, IN 47304

The decision of the Workforce Development Board in such situations shall be final.

RFQ Provisions and Expectations

Bidding organizations must assure that they will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act of 2014; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The bidder also assures that it will comply with 29 CFR Part 38 final rule and all other regulations implementing the laws listed above. This assurance applies to the WIOA Title I financially assisted program or activity, and to all agreements to carry out the WIOA Title I financially assisted program or activity. This WIOA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.

Important Notes for Bidders

This RFQ does not commit Eastern Indiana Works/ASG to award a contract. Eastern Indiana Works/ASG reserves the right to accept or reject any or all quotes received, and to accept or reject portions of quotes received.

All awards are contingent upon fund availability.

No costs will be paid to cover the expense of preparing a quote or negotiating a contract for services.

Proposers are advised that most documents in the possession Eastern Indiana Works/ASG are considered public records and are subject to disclosure under Federal and State public records laws.

Bidding organizations should note that specifications in this RFQ may change based on issuance of State or Federal policy. Eastern Indiana Works/ASG will work with successful bidders to implement any changes required by the State or the Federal Department of Labor. By submitting a quote, the bidder agrees to work cooperatively with Eastern Indiana Works/ASG to comply with any required subsequent changes.

Eastern Indiana Works/ASG Contact Information

For the purpose of this solicitation, Questions regarding RFQ content, and the final quote submission should be directed electronically to Eastern Indiana Works/ASG as follows:

Attn: Rebecca Jennings, Associate Director of Strategic Initiatives

Email: rjennings@easternindianaworks.org

Website: www.easternindianaworks.org

Bidders are responsible to check the webpage frequently to stay informed throughout the procurement process.

Overview of RFQ

Eastern Indiana Works/ASG is issuing this Request for Quotes (RFQ) to procure quotes for the delivery of computer and information technology support for EGR6 WorkOne offices and Eastern Indiana Works/ASG Corporate Office. The required scope of work will include the maintenance of the computer and connectivity systems of multiple organizations to allow for ease of working together and communicating. The system will require the ability for staff who are working in remote locations, i.e., high schools, business locations, home, etc. to be able to access the network and have e-mail capability. The vendor must maintain security on the network at a level

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that, at least, is on the same level as the State of Indiana as prescribed in the IOT Information Security Framework and its foundation documents NIST 800-37 and NIST 800- 53.

The following is a description of the current network configuration:

Eastern Indiana Works/ASG currently has 6 separate offices, 5 WorkOne Offices and 1 Corporate Office. The Work One/Delaware office contains all servers. This includes one Physical Domain Controller and two VMWare Hosts. The Hosts are connected to a SAN. Backups are performed by Barracuda Backup for a local copy and a cloud-based copy. Each remote site (Fayette, Rush, Corp) is connected through a VPN tunnel utilizing Meraki Firewalls. Wireless for all sites is performed through Meraki Access Points. Microsoft Office 365 is utilized as the mail solution for all sites.

Information technology support will include but not be limited to:

- Current desktop and network analysis
- Recommendations for upgrade and integration of computer and network systems
- Procurement specifications, pricing, vendor options and schedule
- New equipment replacement schedule
- Network security
- Data backup
- E-mail system and storage needs
- Ongoing technology maintenance and upgrade plan
- Remote access
- Availability of vendor to respond on an urgent basis and provide onsite services to any location within the region to maintain operations
- System documentation and update as changes are implemented
- Tagging of new equipment and maintaining the inventory in our current inventory system.

The table below provides the WorkOne Center locations, days and hours of operation, and Center contact information. Staff supporting the daily operations of the Centers are not able to assist or answer questions related to this RFQ. Questions related to this RFQ should be directed to Eastern Indiana Works/ASG.

Region 6 Corporate Office		
Center Location	Hours of Operation	Contact Information
EIW Corporate Office 3310 W Fox Ridge Ln, Suite A. Muncie, IN 47304	Monday thru Thursday 8:00 am – 4:30 pm Friday Remote	Phone: (765) 282-6400 Fax: (765) 282-6411

		Email: rjennings@easternindianaworks.org
Region 6 Comprehensive WorkOne Center		
Center Location	Hours of Operation	Contact Information
Delaware County WorkOne 3301 W Purdue Rd. Muncie, IN 47304	Monday thru Wednesday; Friday 8:00 am – 4:30 pm Thursday 10:00 am 4:30 pm	Phone: (765) 289-1861 Fax: (765) 741-5856 Email: delaware@work-one.org
Region 6 Affiliate WorkOne Centers		
Center Location	Hours of Operation	Contact Information
Fayette County WorkOne 715 West 21 st Street Connersville, IN 47331	Monday - Wednesday 8:00 am – 4:30 pm Thursday 10:00 am – 4:30 pm (Will be moving locations Spring 2022)	Phone: (765) 825-8581 Fax: (765) 825-8659 Email: fayette@work-one.org
Henry County WorkOne 376 S 15 th Street New Castle, IN 47362	Monday; Tuesday; Friday 9:00 am – 5:00 pm Wednesday is testing appointment only Thursday 10:00 am – 5:00 pm	Phone: (765) 529-3010 Fax: (765) 521-7779 Email: henry@work-one.org
Rush County WorkOne 306 N Main Street Rushville, IN 46173	Monday; Wednesday; Friday 8:30 am – 4:30 pm	Phone: 765-932-5921 Fax: (765) 938-4127 Email: rush@work-one.org
Wayne County WorkOne 2320 W National Road Richmond 47374	Coming Spring of 2022	Phone: (765) 962-8591 Fax: (765) 966-3431 Email: wayne@work-one.org

Quote Requirements and General Instructions

All quotes must be received by Friday, April 8, 2022, no later than 4:00pm EST. No quotes submitted after the due date will be reviewed.

Proposals should be assembled in the following order:

- IT Services Quote Sheet (Included as an attachment to this RFQ)
- Narrative
 - Provide three references including name of company, contact, phone number, email address, and street address
 - Describe similar contract you have been awarded.
 - Include transition period to get things transferred from current IT vendor to you.
- 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.
 - What is the respondent's approach to serving the servers and the LAN devices for Eastern Indiana Works/ASG and the WorkOne system described in this RFP?
 - What is the respondent's approach to maintaining the 250-300 workstations in service at any given time at Eastern Indiana Works/ASG and the WorkOne system described in this RFP?
 - What is the respondent's approach to network and data security and how does the organization strategically address this growing concern?
 - What is the respondent's approach to compliance structures such as NIST/CMNC? Will respondent provide any necessary training to necessary EIW contacts for these compliance rules?
 - 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.
- Non-Collusion Affidavit
- Assurances and Certifications Form

Attachments

- Attachment 1 – IT Service Quote Cover Sheet
- Attachment 2 – Computers Count per location
- Attachment 3 – Non-Collusion Affidavit
- Attachment 4 – Assurances & Certifications Form

Quote narrative responses should address the specific narrative requirements in a clear and concise manner. All quotes must be legibly printed or typed, and all pages numbered.

Eastern Indiana Works/ASG are requesting that proposals be submitted electronically to Rebecca Jennings, Associate Director of Strategic Initiatives, rjennings@easternindianaworks.org . The bidder is responsible to assure the proposal is compatible with Eastern Indiana Works/ASG software. No late proposals will be reviewed.

Eastern Indiana Works/ASG has the right to request finalist to participate in a vendor meeting to present your proposal and answer questions.

Respondents whose quotes are not selected will be notified.

PROPOSAL EVALUATION

Each proposal will be reviewed for completeness toward meeting the submittal guidelines. Proposals that are incomplete will not be evaluated further. Proposals will be scored according to the following matrix:

Proposal Evaluation Scoring Matrix	
Proposal Requirement	Total Points
Inclusion of required information	10
Cost Effectiveness	30
Prior experience in providing similar services	60
Subtotal	100
Final presentations (if deemed necessary)	25
Total	125

REGULATIONS AND REQUIREMENTS

RIGHT TO CANCEL: The Eastern Indiana Works/ASG reserves the right to delay, amend, reissue, or cancel, all or any part of this RFQ at any time without prior notice. Eastern Indiana Works/ASG also reserves the right to modify the RFQ process and timeline as deemed necessary. Subject to guidance being issued by US Department of Labor and/or Indiana Department of Workforce Development and/or any subsequent sub-awards will be modified to ensure compliance.

TYPE OF CONTRACT: Proposed costs will be analyzed, and a fixed cost contract will be negotiated with a demonstrated performance basis. Payment under a fixed cost contract will be a specific level of support without regard to actual costs incurred under the contract. For the purposes of responding to this RFQ, bidders will develop a line-item budget showing all expected costs associated with delivering the proposed services and a budget narrative explaining the costs. Bidders may not subcontract services described in this proposal without prior written consent.

COMPLIANCE WITH WORKFORCE INNOVATION AND OPPORTUNITY ACT: The selected bidder(s) are required to operate the Workforce Innovation and Opportunity Act (WIOA H.R. 803, Public Law 113-128) in accordance with all applicable current or future federal, state, and local laws, rules, and regulations. As a condition to the award of financial assistance from the Department of Labor, under WIOA the selected bidder will assure that it will comply fully with the nondiscrimination and equal opportunity provisions of as follows: WIOA prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA financially assisted program or activity.

Attachment 1: IT Services Quote Cover Sheet

Legal Name/Name of Individual/Firm:			
Single Point of Contact for Vendor Communication:			
Mailing Address			
Physical Address			
Telephone			
Fax		Cell	
Email		DUNS	
Federal ID # or Social Security #		Website	
# of years potential bidder has been in business under the corporate / business structure submitting the response to this request for proposal			
Total Labor Cost for IT Services on a monthly basis not to exceed: \$ _____			
Travel cost on a monthly basis not to exceed: \$ _____			
Total monthly cost for backup services not to exceed: \$ _____			
Total annual cost for all services not to exceed: \$ _____			
Cost Per Hour for Additional Services: \$ _____			
<u>I certify that this price is firm for 90 calendar days from RFQ Due Date:</u>			
Signature: _____ Printed Name: _____			

Attachment 2: Computer Count by location

Corporate Location	STAFF	CUSTOMER	TOTAL
EIW Corporate Delaware	20	0	20
WORKONE LOCATION	STAFF	CUSTOMER	TOTAL
Blackford County	0	0	0
Delaware County	27	20	48
*Fayette County	2	3	5
Henry County	2	0	2
Jay County	0	0	0
Randolph County	0	0	0
Rush County	5	3	8
*Wayne County	7	12	19
JAG Program	5	0	5
Mobile Kiosks (will be adding 3 more in 2022)	0	4	4
TOTAL	64	43	111

**Wayne County & Fayette County are changing in Spring of 2022*

Attachment 3: Non-collusion affidavit

NON-COLLUSION AFFIDAVIT

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Eastern Indiana Works/ASG whereby it has paid or will pay to such other respondent or officer of employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting or the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Subscribed and sworn to me this _____ day of _____, 2022

Notary Public

County of: _____

Commission Expiration Date: _____

Attachment 4: Assurances and Certifications

ASSURANCES AND CERTIFICATIONS

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Development Act, Workforce Development Board, and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies, and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached quote.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.
5. The proposing organization has all appropriate insurance coverage, and will produce a certificate of such, as requested.

Signature of Authorized Representative

Print or Type Name