

# Northwest Workforce Council

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- [www.nwboard.org](http://www.nwboard.org) -

**SERVING THE NORTHWEST WASHINGTON WORKFORCE DEVELOPMENT AREA  
(WHATCOM, SKAGIT, SAN JUAN AND ISLAND COUNTIES)**

## **REQUEST FOR PROPOSALS (RFP)**

**To Provide:**

## **Information Technology Services**

**RFP RELEASE DATE: May 16, 2018**

**PROPOSAL SUBMISSION DUE DATE: June 8, 2018**

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## **SECTION I: GENERAL INFORMATION**

### **1. PURPOSE OF THE REQUEST FOR PROPOSALS (RFP)**

Northwest Workforce Council (NWC) is requesting proposals from qualified firms to provide information technology (IT) support and solutions for all NWC owned or leased IT assets used to provide local workforce development services within NWC facilities, remote project locations (occasional), as well as to assure remote access capability for designated staff. Some hardware within the buildings occupied by NWC is owned and managed by other organizations and is not part of this RFP.

Northwest Workforce Council (NWC) is a policy and oversight Local Workforce Development Board (LWDB) responsible for organizing a comprehensive, region-wide response to the challenges of building a highly skilled workforce in its designated service area, comprised of Whatcom, Skagit, San Juan and Island Counties in Washington State. As defined in the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, the Council, in partnership with local elected officials, is responsible for oversight of the regional workforce development system. The Council maintains majority private-sector business representation to ensure the voices of local employers, as key customers of the system, inform policy-setting and decision making.

For a full description of NWC and its mission and structure, access our website [www.nwboard.org](http://www.nwboard.org).

NWC intends to award one (1) contract to provide the services described in this RFP.

### **2. ELIGIBLE PROPOSERS**

Potential vendors include businesses:

- Licensed to do business in the State of Washington
- Not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency
- Five (5) years minimum documented experience providing IT system support as described in this RFP
- Contact information from three customer references who were provided a similar service as described herein

The content of the proposal from the successful bidder will become the basis of the negotiation of a final contract agreement. Applicants are advised that most documents in the possession of NWC are considered public records and are subject to disclosure under the state public records law.

The successful bidder will be required to agree to NWC Contract General Terms and Conditions, accessible at [www.nwboard.org](http://www.nwboard.org).

### 3. ESTIMATED CONTRACT AMOUNT AND CONTRACT PERIOD

There is an estimated maximum of **\$6,500.00** per month for the NWC IT support function over the three year contract period, **July 1, 2018 through June 30, 2021**. NWC reserves the right to extend the contract, at the end of the initial contract period, for an additional 3-year term, based on the provider's performance through the initial contract period, available NWC funding, and provider's proposed costs for any additional term.

### 4. PROCUREMENT TIMELINE

The following is presented to advise all prospective bidders of the timelines for the RFP submission, review and selection process.

Action	Date	Time
Release of IT Technology Services RFP	May 16, 2018	
Bidders' Conference WorkSource Whatcom – 101 Prospect Street, Bellingham	Tuesday, May 29, 2018	1:30-2:30PM
Question and Answer Period, Electronically submitted questions only.	May 30-June 5, 2018	June 5, 2018, 4PM, deadline for electronically submitted questions.
Proposal Due Date (See Section III (2), pg. 8	Friday, June 8	June 8, no later than <b>4PM</b>
Proposal Review Period	June 11-June 15, 2018	
Review and Action by NWC Executive Committee - Selection	June 20, 2018	

## ***SECTION II: IT SYSTEM DESCRIPTION AND STATEMENT OF WORK***

The Information Technology Services Provider will provide strategy, support and IT solutions, and licensing/security for all NWC owned or leased IT assets (See complete system description below).

The four primary locations to be served under this proposal include:

- **Bellingham (NWC Headquarters Site) : 101 Prospect Street**
- **Mount Vernon: 2005 East College Way**
- **Oak Harbor: 265 NE Kettle St, Ste. 102**
- **Friday Harbor: 540 Guard Street #210**

### **A. NWC IT Asset System Description**

#### **Servers**

- There are two Hyper-V hosts and 1 physical server at the Bellingham location; 1 physical server at Skagit; and 1 physical server at Whidbey. There are 3 virtual servers being hosted at Bellingham. These servers provide file/print, directory services, DNS, DHCP, accounting services, and web hosting. Most are on relatively new hardware.
- Backup Disaster Recovery (BDR is provided under a pre-existing vendor contract)

#### **Staff Workstations**

- The desktop environment consists of 50 managed workstations, one year of age or less, across the four sites. These devices consist of desktops, laptops and tablets, running Windows 10 and Office 2016.
- There are approximately 62 logon account users across the organization.
- Remote access capability is maintained for Management staff
- One overseas employee is supported via remote access and electronic communication
- Assorted network printers are distributed throughout the four offices in the region;

#### **Network Environment**

- The network environment consists of Cisco 5512x firewalls at each site. Comcast provides Internet connectivity at three of the locations and by Rock Island in Friday Harbor.

- **Public Computing**

- Approximately 15 learning lab workstations are operated in a learning lab in Mount Vernon
- Deep Freeze & Domain group policies are deployed in the learning lab

- **Miscellaneous**

- Occasional user support for 8 cellular devices under contract with Verizon Wireless
- Occasional user support and maintenance of two local server hosted websites: [nwboard.org](http://nwboard.org) and [nwdawn.org](http://nwdawn.org)

## **B. Statement of Work**

### **IT Asset Licensing/Security**

- Management of all software licensing, e.g., purchase, renewal, updates
- Purchase Recommendations in support of an overall IT strategic plan
- Virus protection
- Regularly scheduled updates and security patches
- 24/7 remote monitoring

### **Overall System Management**

- Provide twenty-four (24) hour per day, 7 day per week remote monitoring to assure optimal performance of all servers and computer assets used by NWC
- Provide a designated, weekly, on-site support visit at Bellingham and other NWC business location (as needed)
- Fully manage computing assets used by NWC ensuring connectivity and networking
- Provide hardware maintenance, software support, and upgrade support to all systems
- Provide ticketing system/help support to all NWC staff, Monday-Friday, 8:00am – 5:00pm
- Enable/support secure remote access for designated staff
- Ensure all-around and constant security of all assets and sensitive personal information, fully compliant with federal standards
- Provide project management for selected upgrades and/or changes
- Provide necessary training to NWC staff
- Remote Monitoring, Maintenance, Analysis, and Issue Resolution
- Manage on/off boarding procedures for IT for all new and departing NWC staff
- Track and report all asset tagged IT devices' location, movement and condition
- Maintain neat and clean server room environments free of clutter and contaminants

## Specific Duties - Servers & Workstations

### Servers

- Hardware and Software Audits
- Performance, Patch and Antivirus Reports
- Remote Control
- Patch Whitelisting Service
- Antivirus Management
- Application, Performance and Hardware Monitoring
- Intelligent (Conditional) Alert Monitoring
- Ticket Escalation with Steps to Resolution
- Remote Restart of Services and Reboot
- Server Maintenance Schedules

### Workstations

#### Hardware and Software Audits

- Performance and Preventive Maintenance Reports
- Remote Control
- Patch Whitelisting Service
- Antivirus Software and Management
- Web-based Management Portal
- Desktop Performance Monitoring
- Administrative Scripting
- Policy Management
- AntiMalware Software

## ***SECTION III: PRE-SUBMISSION INQUIRIES; SUBMISSION INSTRUCTIONS***

### **1. RFP INQUIRIES, QUESTIONS, AND ANSWERS**

The primary mode of communication between NWC and potential bidders participating in this RFP will occur through use of the NWC website, [www.nwboard.org](http://www.nwboard.org), beginning May 16, 2018. Interested parties may download the Request for Proposals from the website.

After the Bidders' Conference scheduled for May 29, 2018, a question and answer page will be available on the website and will be updated through June 5, 2018, after which no further questions will be accepted. **All questions must be submitted via email to:** Joel Heverling, NWC Financial Manager, [JHeverling@workforcenorthwest.org](mailto:JHeverling@workforcenorthwest.org). It is the bidder's responsibility to check the web page frequently to remain apprised throughout the process. If questions are received, they will be posted to the website with a response as soon as possible through the question and answer period. **Questions will not be answered over the phone or in person.**

## 2. SUBMISSION REQUIREMENTS

All proposals must be received by NWC by **4:00 p.m.** Pacific Daylight Savings Time on **June 8, 2018**. Proposals not received by this time will be automatically disqualified from competition.

**All proposals must be submitted electronically to: [JHeverling@workforcenorthwest.org](mailto:JHeverling@workforcenorthwest.org).** In addition, a hard copy of the completed proposal may also be mailed to NWC, P.O. Box 2009, Bellingham, WA, 98227, or delivered to NWC at 101 Prospect Street, Bellingham, WA before the due date and time.

Submissions, both electronic (required) and by mail or delivery (optional) must include all of the following,

- Proposal Cover Page (appendix 1)
- Proposal Written Narrative (see Section IV), in the following format:
  - Paper:, 8.5x11 inch
  - Font: 12 point: Calibri
  - Charts/Tables: 12 point: Calibri
  - Margins: 1 inch
  - Spacing: 1.5 spaced
  - Pages: numbered
- Contact information for 3 current customers provided a similar service
- All proposals are to be submitted in accordance with the requirements, terms, conditions and procedures stated in the RFP to be considered a valid proposal.
- Any proposal not meeting the specifications of the RFP will not be considered.
- Any submitted proposal shall remain a valid proposal for 90 days after the closing date of the RFP.

### **Withdrawals**

A submitted application may be withdrawn prior to the application due date. A written request to withdraw the application must be submitted to NWC. If a bidder does not withdraw a proposal by the due date, the proposal becomes the property of NWC and may be subject to public disclosure according to the Freedom of Information Act.

## ***SECTION IV: PROPOSAL WRITTEN NARRATIVE, EVALUATION AND SELECTION***

### **1. Proposal Written Narrative**

NWC requests up to **10** written pages, (1.5 spacing) that address the following:



- A. Organizational Capacity: Experience and Personnel: Describe your organizational capacity and any previous experience providing the services listed in Section II under Statement of Work. Describe the staff and/or personnel that will be involved in the project, and include their industry recognized credentials/certifications, and individual years of experience.
- B. Project Plan/Technical Proposal: Describe your plan and approach for implementing all the features of the ongoing service described in the Scope of Work, including, in particular:
- Description of the IT ticket management system (submission, prioritization, tracking, time to resolution);
  - Description of the monthly executive system reports & organizational performance with same to be provided on performance and activities (include an example of typical reporting as an addendum).
  - Describe capacity to provide short and long term strategic guidance for organization-wide IT operations.
  - Indicate how you propose to invoice (preference for detail by geographic location)
- C. Cost: Provide a quote detailing a monthly fee for the service package for the three year contract period. Detail the services to be provided for the fee, and how much engineer and/or technician staff time is included for the fee. Provide the hourly rate cost for network engineer support, for technician support, and for additional related project work as necessary. Include any discounts if purchased separately as a block of time for out of scope project work.

## **2. Proposal Review Criteria**

- A. Organizational Capacity: Experience and Personnel (30%)
- B. Project Plan/Technical Proposal (40%)
- C. Cost - Proposed Fees (30%)
- D. Special Consideration Bonus (5%) - for Women or minority owned business.

## **3. Evaluation and Selection Process**

Proposals will undergo the following review:

Northwest Workforce Council staff will first review proposals for technical compliance and completeness with the RFP instructions, confirm that all required sections of the RFP are completed, and may prepare a summary of the bidder's qualifying proposal narrative and budget. Non-responsive proposals will not be considered.

Proposals will then be reviewed and rated by an evaluation committee in accordance with published review criteria above. Finalists may be interviewed by the committee.

The recommendations of the evaluation committee will be presented to the Executive Committee of NWC for approval. All contract awards will be considered provisional, pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern, and the successful completion of the contract negotiations.

This RFP does not commit Northwest Workforce Council to award a contract, to pay any cost in preparation of a proposal in response to this request, or to procure or contract for services or supplies. NWC reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of NWC to do so. Further, all requested amounts are subject to reduction based on final award selections and availability of funds.

#### **4. Appeals**

Any dispute, claim or protest arising from this procurement shall be made in writing and mailed to the Chair of the Northwest Workforce Council within five (5) working days of the alleged occurrence. Response to filed disputes, claims and protests shall be made in writing within ten (10) working days of receipt of protests. A hearing shall be convened by the NWC Executive Committee as soon as is practicable and within ten (10) days of the written response, if the Executive Committee determines that a procedural error was made in the selection process or that a violation of federal law or implementing regulations has occurred. Decisions made by the Executive Committee shall be issued in writing within five (5) working days.

### ***SECTION V: PROVISIONS AND DISCLAIMERS***

1. All solicitations are contingent upon availability of funds.
2. NWC reserves the right to accept or reject any or all proposals received.
3. NWC reserves the right to waive minor irregularities in offers received.
4. This RFP does not obligate NWC to award a contract.
5. NWC may accept any item or group of items of any offer, unless the bidder qualified its offer by specific limitations.
6. NWC may select a service provider based on initial offers received, without discussion of such offers with bidder. Accordingly, each offer should be submitted on the most favorable terms from a price and technical standpoint that the bidder can submit to NWC.
7. Proposals should follow the format set forth in the RFP and adhere to the minimum requirements specified therein.
8. NWC reserves the right to request additional data or oral discussion or documentation in support of written offers.
9. No costs will be paid to cover the expense of preparing a proposal or procuring a contract for services or supplies under WIOA.

10. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to NWC and be subject to disclosure under the Freedom of Information Act.
11. Formal notification to award a contract and the actual execution of a contract are subject to the following: receipt of WIOA funds anticipated, results of negotiations between selected bidders and NWC staff, and continued availability of WIOA funds.
12. Any changes to the WIOA program, performance measures, funding level, or Board direction may result in a change in contracting. In such instances, NWC will not be held liable for what is in the bidder's proposal or this Request for Proposals package.
13. Service providers selected for funding must also ensure compliance with the following, as applicable: U.S. DOL regulations 20 CFR Part 652; 29 CFR Parts 96, 93, 37,2, and 98; 48 CFR Part 31; Office of Management and Budget (OMB) 2 CFR Part 200 and 2 CFR 2900.
14. Service providers will be expected to adhere to NWC procedures to collect, verify, and submit data as required and monthly invoices to NWC.
15. NWC may decide not to fund part or all of a proposal even though it is found to be in the competitive range, if, in the opinion of NWC, the services proposed are not needed, or the costs are higher than NWC finds reasonable in relation to the overall funds available, or if past management concerns lead NWC to believe that the bidder has proposed delivery of more services than it can successfully provide.
16. NWC has a right to fund a lower-ranked proposal over a higher-ranked proposal because of valid policy considerations, including but not limited to, organizational experience, geographical considerations, leveraging of outside resources, and target populations.
17. NWC is required to abide by all WIOA legislation and regulations. Therefore, NWC reserves the right to modify or alter the requirements and standards set forth in this RFP based on requirements mandated by state or federal agencies.
18. NWC reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the purpose or content substantially, or other such prohibitions.
19. NWC reserves the right to determine the funding levels of contracts finally awarded. Such determination will depend upon overall funding availability, the Statement of Work and other factors arising during the proposal review process.
20. The proposal warrants that the costs quoted for services in response to the RFP are not in excess of those that would be charged any other individual for the same services performed by the bidder.
21. NWC reserves the right to reject any or all proposals received and to negotiate with any and all bidders on modifications to proposals.
22. Applicants are advised that most documents in the possession of NWC are considered public records and subject to disclosure under the State of Washington's Public Records Law.

23. The funding decisions resulting from this RFP are final. NWC will not give proposal feedback to successful or unsuccessful bidders.

# PROPOSAL COVER PAGE

## NORTHWEST WORKFORCE COUNCIL INFORMATION TECHNOLOGY SERVICES RFP

### A. Application Cover Sheet

Proposer Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Total Request \$ \_\_\_\_\_  
US Dollar Amount

### B. Certification

I certify that above named proposer is legally authorized to submit this application requesting funding through the Workforce Innovation and Opportunity Act. The information contained in this proposal fairly represents the proposer's agency, organization, or business and its proposed operating plans. I acknowledge that I have read and understand the requirements of the RFP and am prepared to implement services as specified in this proposal. I certify that the proposed program services have been designed in compliance with the RFP requirements and WIOA regulations. I also certify that I am authorized to sign this proposal. This proposal is firm for a period of at least ninety (90) days from the deadline for RFP submission.

I affirm that no employee and/or Northwest Workforce Council Member or officer of any governmental agency has any financial or other interest in this organization.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Typed Name and Title \_\_\_\_\_