



www.michiganworks.org

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Request for Proposal

Information Technology Services and Maintenance

Due Date: June 7, 2019 5 p.m. EST

Inquiries and Proposals Should Be Directed To:

Rhonda Abood

Meeting & Logistics Manager

Controller@michiganworks.org

BACKGROUND INFORMATION

Michigan Works! Association

The Michigan Works! Association is a 501(c)(3) non-profit membership organization that supports Michigan's talent development system: Michigan Works!.

The Association connects members with resources to help them better serve employers and job seekers:

- Michigan Works! Agencies
- Michigan Works! Agency Board Chairs
- Chief Local-Elected Officials
- Associate Members
- Service Providers

Michigan Works! Association provides the following services to its members:

- Advocacy and participation in the legislative process by advancing and defending interests on behalf of the Michigan Works! System
- Convening meetings as a way for members to network and share best practices
- Events to promote the Michigan Works! System
- Staff development and technical assistance

The mission of the Michigan Works! Association is to provide leadership and services, and promote quality and excellence for the advancement of Michigan's workforce development system and its customers and professionals.

Michigan Works! System

The Michigan Works! System is the first unified workforce development system in the country and an instrumental partner for developing Michigan's economic future.

Michigan Works! Agencies are unique, but share several fundamental qualities:

- Locally-responsive and demand-driven
- Governed by a Workforce Development Board comprised of private sector representatives and Local Elected Officials
- Provide access to a full range of core employment-related services to assist businesses find the skilled workers they need, and help job seekers find satisfying careers and employment opportunities.

The Michigan Works! System contributes to the state's economic vitality through the provision of workforce training and services that meet the needs of targeted business sectors and employers.

STATEMENT OF NEED

Michigan Works! Association would like to outsource the maintenance and support for its information technology infrastructure which shall include regular remote network software management and both remote and on-site technical assistance. The monthly service fee is to be all inclusive.

Equipment:

- 1 Server (LANDCO1 Dell PowerEdge T130)
- 8 Workstations (Windows 10 Pro)
- 13 Laptops: 6 Dell Latitude 5590, 6 Dell Latitude 5490 and 1 Dell Inspiron
- 1 Network Printer
- 5 Desktop Printers

Internet/Phone: Fiber services provided by ACD.net. The fiber connection from ACD is Asymmetrical at 100x20 (download and upload)

Network management to include:

- Online Ticketing system with multi-tier help desk
- Centralized management portal for PC's, servers, and SNMP devices
- Remote Management Tools
- Onsite support as needed when remote remediation is unsuccessful
- Monthly Executive Reports including system trends
- Quarterly IT Strategy Meetings
- Network Device Monitoring
- 24X7 Network, Server, and Desktop Monitoring Auditing and Alerting
- Drive space monitoring and automated daily cleanup & defragmentation
- Hardware/Software Asset and Configuration Management
- Software License management
- Automated Microsoft Patch Management
- Security patch management for all applications and services
- End point Security (Anti-virus/spyware/malware)
- Anti-Spam Protection
- Network and Desktop Printer support
- Public Web domain management
- Monitoring, testing and verification of backup process
- On site backup for workstations on LAN
 - Full image backup
 - Incremental backups every 15 minutes
 - Nightly image backups sent off site to 2 data centers
- In the event of a major server failure server can be virtualized in 30 minutes, specify best turnaround time if not 30 minutes.
- In the event server is destroyed, a complete backup server with all data can be provided within 48 hours.
- Firewall with Unified Threat and Multiple Link Management
- Intrusion Prevention System
- Bandwidth Management and VPN Support

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- Internet Policy Management, Enforcement, Tracking and Reporting
 - Complete reporting suite for real time reporting by username and group
 - Emergency Loaner PC

 - **Please Note: Offsite backup server under contract until 10/5/20**

Preference will be given to vendors who have demonstrated a clear understanding of the Association's requirements and have a proven track record designing, implementing and supporting the proposed solutions. Michigan Works! Association is seeking a vendor capable of providing a comprehensive, cost-effective solution based on all of the requirements encompassed within this RFP and a comprehensive plan for continuing service and support. The provided solution is required to meet the current and future business needs for Michigan Works! Association.

BID PROCESS

The purpose of this RFP is to identify potential vendors to provide services described in **STATEMENT OF NEED**.

INSTRUCTIONS ON BID SUBMISSION

This notice is forwarded for information and invitation only and is not to be construed as a contract, or as a commitment to contract. Award of any contract(s) is subject to the availability of funding.

Offerors may submit their proposals (**Section I, II and III**) electronically or via hardcopy and will be accepted through **June 7, 2019**.

Electronic proposals must be submitted in PDF format only to Controller@michiganworks.org

Hardcopy proposals may be delivered in person or via mail service delivery and must include one original and one copy of the completed proposal. Any differences between the original and copies are at the liability of the bidder:

Michigan Works! Association
Attn: Rhonda Abood
2500 Kerry Street, Suite 210
Lansing, MI 48912

Inquiries

To ensure the Association maintains an open competition process, all inquiries regarding this RFP must be provided in writing only, via email to Controller@michiganworks.org and be **submitted by May 29, 2019. Verbal Q&A will not be permitted.**

Expensive bindings, color displays, or packaging are not necessary or desired. Emphasis should be based on conformity to the instructions and requirements of this RFP.

Conditions of Bid

All costs incurred in the preparation of a proposal will be the responsibility of the Offeror and will not be reimbursed by Michigan Works! Association.

General Information/Right to Reject:

This RFP does not commit the Michigan Works! Association to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to procure or contract for services or supplies. The Association may award a contract, based on offers received, without discussion of such offers. Accordingly, each offer should be submitted on the most favorable terms from a price and technical standpoint. The Association reserves the right to accept or reject any or all proposals received as a result of this request, if it is in the best interest of the Michigan Works! Association. The Association may require the offerors selected to participate in negotiations and to submit such cost, technical, or other revisions of their proposals as a result of negotiations. The Association is not liable for any costs incurred by the bidder prior to the signing of a contract and/or written authorization from the Association to proceed with the service.

The Michigan Works! Association encourages small businesses, minority-owned firms and women-owned business enterprises to submit a proposal, and to indicate as such on the cover sheet.

Administrative Requirements

The selected vendor must sign and return all contracts to Michigan Works! Association within ten (10) days of the receipt of the contract.

All invoices and supporting documentation must be submitted within thirty (30) days of the contract end date. Failure to do so may result in non-payment.

Disclaimer

Michigan Works! Association assumes no responsibility or liability for costs incurred by the proposer prior to the effective date of any contract resulting from this RFP. The bidder may be required to obtain licenses, liability insurance (including bonding of staff responsible for financial transactions) comply with the Americans with Disabilities Act and maintain Equal Opportunity Employment between the bidder and its employees.

Notification of Award

Proposals will be reviewed with notification of acceptance or refusal within four weeks of submission.

EVALUATION

Proposal Evaluation Criteria

All proposals will be reviewed and rated by a Michigan Works! Association review team. Incomplete proposals or proposals that fail to follow the submission guidelines will not be considered for review.

Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

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1. The proposal is not received timely in accordance with the terms of this RFP.
 2. The proposal does not follow the specified format.
 3. The proposal is not adequate to form a judgment by the reviewers.

Rating Criteria (Out of ¹ 100 points):

5	Bid Completeness
20	Experience
25	Capacity to Provide Service
20	Qualification
<u>30</u>	Cost and Sustainability
100	Total Points Awarded

Michigan Works! Association reserves the right to make an award without further discussion of the proposals submitted.

SECTION I – PROPOSAL COVER PAGE

Michigan Works! Association
Request for Information Technology Services and Maintenance

Applicant Organization		Federal ID Number/ SSN	
Street Address			
City		State	Zip Code
Printed Name		Title of Applicant's Authorized Representative	
Telephone Number		Fax Number	
E-mail Address		Web site	
Certification			
I certify that:			
(a) I have been authorized to submit and sign this proposal on behalf of the submitting organization;			
(b) that the quote is accurate and true to the best of my knowledge, the costs are reasonable and necessary for the proposed service;			
(c) the proposed costs do not duplicate other funds already available, or which may become available, to pay the projected costs;			
(d) my organization will implement the services in compliance with the stipulations and guidelines set forth by Michigan Works! Association; and,			
(e) the organization that I represent is an equal opportunity employer/provider.			
_____		_____	
Authorized Signature		Date	

SECTION II – QUALIFICATIONS / PROPOSAL COMPONENTS

Complete the following information and submit **two copies** with the signed Proposal Cover Page (**Section I**). Complete responses are required for each section. All proposals must include the following:

A. Organizational Background

Provide a brief description (100 words or less) of your organization.

B. Experience/Qualifications

The bid should include a brief history of the firm or individual, its size, and its experience with in the services specified in this RFP. Relevant information includes: total number of years the company has been in operation, general scope of services provided, and current principal area of expertise.

C. Capacity to Provide Service

Describe the personnel to be assigned to this project including their relevant experience, along with any specific software or platforms associated with the delivery of service.

D. Budget and Cost Effectiveness

Provide a detailed description of the cost per hour or per month for services and any one-time fees.

E. References

Please attach references including names, organization, and contact information for three (3) clients who can provide insights regarding skills, qualification and delivery of requested audit services.

SECTION III

If awarded funding, the applicant hereby certifies and assures that it will fully comply with the following federal regulations (if applicable to your organization):

Certification and Other Terms/Conditions

- The signing individual certifies that he/she is authorized to contract on behalf of the organization offering this proposal.
- The signing individual certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreements made for the purpose of restricting competition.
- When delivering services under an approved contract, the contractor shall work under the broad supervision of Michigan Works! Association Professional Development Coordinator.
- The signing individual certifies that there has been no attempt by him/her or anyone in their organization to discourage any potential applicant from submitting a proposal.
- The signing individual certifies that he/she has read and understands all of the information in this Request for Proposals.
- The signing individual certifies that his/her organization, and any individuals to be assigned to the project, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state, or local government.
- Michigan Works! Association reserves the right to negotiate a best and final offer with applicant selected.
- Payments shall be made on a cost reimbursement basis (no advances). Invoices shall detail expenses based on the line items in the proposal budget. Generally, Michigan Works! Association will pay invoices within 30 days of receipt, unless questions arise as to the appropriateness of an expense.
- All information received by the contractor during the course of the contract period is considered confidential, and shall be protected to the utmost ability of the contractor.
- The contract awarded under this RFP shall be subject to and interpreted under the laws and jurisdiction of the State of Michigan.

Signature: _____ **Date:** _____

(Signed certification/conditions to be returned with the proposal)