



ANNE ARUNDEL
WORKFORCE DEVELOPMENT
CORPORATION

REQUEST FOR PROPOSALS

Fiscal Year 2018

Technology Consultation and Support

Updated RFP
August 14, 2017

Original Released Date
August 7, 2017

Due Date
September 1, 2017 4:30 p.m. Eastern Time
Any proposal received after that time will not be accepted.

Anticipated Contract Start Date
September 25, 2017

Issued by
Anne Arundel Workforce Development Corporation (AAWDC)
AAWDC is an Equal Opportunity Employer and provider of employment and training programs.

RFP Contact
Deborah Russell

DRussell@aawdc.org

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SECTION I OVERVIEW AND BACKGROUND

A. RFP Overview

Anne Arundel Workforce Development Corporation (AAWDC) is seeking proposals from high-performing, detail and process-oriented firm to provide consultation and technology support for Anne Arundel Workforce Development Corporation. This project will be divided into three operational phases:

1) Consultation Phase

AAWDC currently resides in multiple locations including a corporate office. AAWDC will be consolidating three employment centers into one facility. In addition, the AAWDC Corporate Office is scheduled to move a few miles away from our current location in Millersville, MD. Finally, AAWDC would like to ensure all remaining offices have the ability to communicate across all locations including Linthicum Heights, BWI, Arundel Mills, Millersville, Laurel, Glen Burnie, Annapolis, Meade- area, and Brooklyn Park.

Firm will be responsible for proposing technology solutions:

- Firm will conduct an evaluation of current technology including:
 - Servers
 - Telephones
 - Printers
 - Computer Instruction Rooms, (utilized by public for job search and computer instructions)
 - Copier machines
 - Testing Center
 - Other communication devices

2) Recommendation Phase

Firm will provide a cost effective, efficient and innovative process for consolidating communication, software, printer and other technology that will meet the operational needs in the new Career Center that will be located in Linthicum Heights, MD; the new AAWDC Corporate Office and our remote Offices. Recommendations should include a clear layout of the plan for all locations, including a support structure for ongoing staff troubleshooting issues.

3) Presentation Phase

Firm will be required to present a detailed recommendation for AAWDC's Executive Team, responsible for all final decisions. This phase will be scheduled based on mutual availability.

B. Anne Arundel Workforce Development Corporation (AAWDC)

Anne Arundel Workforce Development Corporation's (AAWDC) mission is to enhance the economic vitality of Anne Arundel County by leading the development & delivery of workforce solutions for area businesses. AAWDC works to ensure that Anne Arundel citizens are well-prepared for the workforce - ready to work & equipped with in-demand skills.

1) AAWDC Locations

AAWDC is located in multiple locations within Anne Arundel County. The organization is currently scheduled to conduct two moves within the next 120 days including:

- Corporate Office – Currently located in Millersville, MD and will be moving a few miles away to a new location in Millersville, MD scheduled for mid-August, 2017.
- Glen Burnie Career Center and Youth Employment Services Center, located in Glen Burnie, are moving from Glen Burnie to Linthicum Heights MD, scheduled for September, 2017.

2) Remaining Offices requiring technology consultation and support locations:

- Laurel Regional Workforce Center
- Meade Village – Residential
- Freetown – Residential
- Arundel Mills – AAWDC Career Connection Center
- BWI – Business Center
- Glen Burnie – 3rd Floor Courthouse
- Annapolis – 80 West Street
- Annapolis – Stanton Center

SECTION II CONTRACT REQUIREMENTS

Describe and confirm required services outlined below.

A. Phase One – Consultation

- Obtain and secure administrator passwords for network and communications equipment.
- Verify all network servers (hard drive space, system events, latest fixes and service packs).
- Review network infrastructure (data cabling, switches, routers).
- Test and verify existing network anti-virus. Verify anti-virus updates. Perform initial full-network scan.
- Verify power back-up protection (uninterruptable power supplies) for critical network components.
- Create baseline network diagram and furnish to customer. This should include creating a network for copiers, printers, phones, desktops, laptops. In addition to Testing Center, Assessment Center, Computer Lab, Co-working Space.
- Complete New Account Technical recommendations document and furnish to customer.
- Configure Managed Cloud Service – Internet Domain Management Services (Email Bagging Service, Domain Name Service management and web hosting as required).
- Configure Managed Cloud Service – Remote Data Backup. Test and verify back-ups. Verify targeted critical back-up folders/files with customer approval. Configure back-up alerts to Firm Support Center. Install local USB hard drive and configure remote synchronization schedules.

B. Phase Two – Help Desk Support

- A minimum of 12 technical support hours provided per calendar month which may be used for on-site or cloud-based consulting services at a customer designated office location. Both on and off-site help-desk support required with a variety of customer technologies including desktops, servers, applications, cloud, connectivity, and network infrastructure in addition to providing general technical consulting and advisory services.
- Customer will designate an authorized point of contact (POC) that will be the primary liaison between the customer and firm and who will have authority to request additional services. The POC can also designate other customer representatives to request support services as necessary.
- The Firm will schedule regular (quarterly), on-site visits to assess and service desktops, printers, copiers, servers in all primary locations.

C. Phase Three – Ongoing Support

- Regular on-site service requests during normal business hours for immediate scheduling for remote or on-site support. Regular service hours are from 8:30 a.m. to 6:30 p.m. EST Monday through Friday, excluding holidays.
- Access to the Firm’s Remote Support Center is provided 24hours a day, 7 days a week. This support will be included in the service agreement and included in the price of the contract.

SECTION III APPLICATION PROCESS

Respondents must follow the procedures outlined in this Request for Proposals (RFP). The RFP will be available on Anne Arundel Workforce Development Corporation’s website: <http://www.aawdc.org/content/proposals-rfps> or by emailing DRussell@aawdc.org.

A. RFP Timeline Calendar

The following calendar is presented to advise all prospective respondents of the tentative timelines for the response, review and selection process.

ACTION	DUE DATE	INSTRUCTIONS
RFP Release	August 7, 2017	Available for download at http://www.aawdc.org/content/proposals-rfps
Letter of Intent to Apply	August 18, 2017	Send Email to DRussell@aawdc.org
Bidders Questions	August 18, 2017	Send Email to DRussell@aawdc.org
Proposals Deadline	September 1, 2017 by 4:30 PM	See RFP Application Submission Instructions.
Presentation to AAWDC Executive Team	September 8, 2017	Meeting will be scheduled at AAWDC’s Headquarters’ Office in Millersville, MD
AAWDC Executive Team	September 15, 2017	Review & selection of winning proposal.
Award Announcement	September 18, 2017	
Anticipated Contract Start Date	September 25, 2017	

Please Note: Questions regarding development and submission of this RFP **MUST BE SUBMITTED IN WRITING** to Anne Arundel Workforce Development Corporation by email to DRussell@aawdc.org.

B. Notification of Intent to Apply

Prospective respondents are requested to submit a non-binding notification of intent to apply to inform AAWDC's Executive Team of their intent to submit an application. Notifications may be emailed to DRussell@aawdc.org. This notification must include:

- A statement of interest to apply to provide technology support for AAWDC
- Firm's name
- Mailing address
- Website address (if applicable)
- Staff contact name, title and email
- Estimated cost for support

Notifications of Intent to Apply are due no later than 4:30 PM (ET) on Friday, August 18, 2017. While failure to notify AAWDC will not disqualify you from submitting a proposal, this notification is for planning purposes to assist in securing the necessary number of reviewers.

C. Cost of Preparing Proposals

Costs for developing and submitting proposals are solely the responsibility of the respondents.

D. Withdrawals

A submitted proposal may be withdrawn prior to the proposal due date. A written request to withdraw the proposal must be submitted electronically to:

DRussell@aawdc.org

E. AAWDC Website Information

The AAWDC's website at www.aawdc.org will be used as the primary mode of communication between AAWDC and potential respondents.

Beginning August 7, 2017, interested parties can download the Request for Proposal at <http://www.aawdc.org/content/proposals-rfps> and learn of upcoming events and deadlines.

It is the respondent's responsibility to check the web page frequently to stay informed throughout the procurement process.

F. AAWDC Executive Team Presentation

All proposal respondents will be required to develop a detailed and comprehensive presentation to AAWDC's Executive Team in response to the RFP. During this presentation, AAWDC's Executive Team will ask specific

questions to ensure the organizational needs will be met. Please come prepared with mock-up of support, detailed budget and visual presentations for clarity in services and support.

G. Review Process

AAWDC's Executive Team will review all proposals and will make final decisions after the presentation process is complete.

H. Equal Opportunity

AAWDC is soliciting proposals in providing technology consultation and support and shall not discriminate against any person or organization submitting a proposal pursuant to this RFP because of race, creed, religion, sex, sexual orientation, age, disability, ethnic group, national origin, or other basis prohibited by law.

I. Vendor Qualifications and Responsibilities

Eligible respondents must be able to demonstrate fiscal and administrative capacity by responding to the vendor qualifications and responsibilities listed below. All awards are contingent upon fiscal and administrative qualification and successful contract execution. All applicants **must** provide the following documentations of qualifications.

- Legal entity (must submit documentation proving status as a legal entity and IRS tax status)
- The respondent must be in good standing with the Maryland Department of Assessment and Taxation at the time of contract award and throughout the duration of the contract. Verifications are made at their webpage below:
<https://egov.maryland.gov/BusinessExpress/EntitySearch>

The respondent cannot be debarred by any federal agency from receiving awards. AAWDC will verify eligibility via the webpage,
<https://www.sam.gov>.

- The respondent should be able to demonstrate Financial Sustainability as the respondent's insolvency or cash-flow problems would be disruptive to AAWDC's business.
- Has (or is able to obtain) appropriate insurance with contract.

J. Application Narrative

The narrative should provide reviewers with a clear understanding of the organization's capacity to deliver the services as outlined in the RFP.

- Numbered pages that include a header and footer identifying the respondent's Firm.
- Identify each section.

1) Name of Your Firm

Provide a name of your firm and background.

2) Statement of Need

Provide a brief statement outlining your understanding of the customer need as described in the Request for Proposal and why your firm is best suited to address the need. Please provide a list of clients for which you have contracted with to provide similar services.

3) Identify A List of Three (3) Current or Past Customers

Please provide for recommendation.

4) Organizational Capacity and Relevant Experience

- a. Provide a profile of the applicant organization (type of organization, date established, major line(s) of work, and general background. Describe the entity's experience in providing technology support and services.
- b. Indicate the necessary experience, and operational controls for fulfilling support requirements.
- c. Describe the organization's financial stability and adequacy of financial resources to cover expenses for up to 4 to 6 weeks before being reimbursed.
- d. Provide a non-collusion certificate signed by an official authorized to enter into the contractual agreement.

5) Budget

General Guidance:

- A detailed budget should be submitted for the services you propose to deliver.
- Every cost should be appropriate and justified according to the services proposed.

SECTION IV SUBMISSION REQUIREMENTS

A. Application Submission

- One original, four (4) hardcopies, and one electronic copy (flash-drive only) must be submitted.
- The electronic copy must include proposal cover pages, application narrative, budget summary, budget narrative, letters of commitment, letters from other customers, weekly and monthly calendar, proof of insurance and staff's job descriptions/resumes.
- **The original proposal should not be placed in a binder or stapled.** Please use binder clips only.
- Respondents must also supply a copy their most recent year's audited or reviewed financial statements, or a copy of the most recent year's tax return (to demonstrate fiscal sustainability-not required if your organization is currently funded by AAWDC).
- **All applications must be received by September 1, 2017 by 4:30 PM.** Applications mailed in advance must be sent via certified mail and received by 4:30 PM on the September 1, 2017.

WHERE: Anne Arundel Workforce Development Corporation
c/o Deborah Russell, Chief Operating Officer

1131 Benfield Blvd., Suite N
Millersville, MD 21108

Proposal Checklist

Since proposals with incomplete or missing sections will be considered ineligible, and will not be considered, please take the time to complete this checklist to ensure that

all of the following information is included in your proposal package. Include a copy of the checklist with your completed proposal.

Each copy of the proposal must include the following, in the order listed.

- Proposal Cover Pages** (fully completed and signed by the authorized agency representative)
- Application Narrative**
- Contractor's Budget Certification**, (signed by authorized Firm representative)
- Budget** (complete separate excel spreadsheet as explained in the Budget section of the proposal).
- Budget Narrative** (A detailed description of costs associated with each budget line)
- Job Descriptions/Resumes** for all program staff identified in your proposal.
- Reference letters (3)** from customers for which you are providing or have provided similar services.

Package includes:

- Hard copies:** One Original and four (4) copies
- Electronic Copy:** One flash drive with electronic copies of all materials other than Audit and 990, IRS letter, and proof of insurance. *INCLUDE:* proposal cover pages, application narrative, budget, three reference letters, and job descriptions/resumes. Financial statements or tax return.
- Proof of Legal Status:** (IRS Letter of Determination or other)
- Proof of Insurance:** Current Certificate of Insurance.

Proposal Cover Page

(Page 1 of 2)

Name of organization (applicant):

Street address:
City, State, Zip:

* Authorized Representative

(Person who can legally sign contracts for an organization – signature required below)

Name:

Title:

Phone:

Email:

Organization Contact

(for questions about agency or application)

Name:

Title:

Phone:

Email:

Fiscal Contact

(for questions about the budget)

Name:

Title:

Phone:

Email:

Signature of Authorized Representative* (*required*)

x _____

Additional Application Information

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1. Is your Firm incorporated as a nonprofit or for-profit?
2. Federal tax ID number or name and Fed. Tax ID number of legal entity that will act on behalf of the Firm: _____
Is your Firm (or the legal entity identified above) certified as a Minority or Women Run Business? Yes No
3. Have any of the applicant's Federal, State, or City contracts or grants ever been terminated or suspended (either totally or partially for any reason)?
Yes No (If Yes, please explain on separate sheet)
4. Is applicant in receivership or bankruptcy, or are any such proceedings pending?
Yes No (If Yes, please explain on separate sheet)
5. Has the applicant's Firm ever been cited, fined, or reprimanded for any law or code violations or has any business license been suspended or revoked?
Yes No (If Yes, please explain on separate sheet)
6. Has the applicant agency and its staff or director ever been barred from entering contracts with Federal or State government agencies?
Yes No (If Yes, please explain on separate sheet)
7. Will the applicant subcontract any of the training or work efforts? Yes No

Conflict of Interest/Union Concurrence

8. Does the applicant have any connection with AAWDC or its Board of Directors?
Yes No (If Yes, please explain on separate sheet)
9. List all unions that may be associated with this project
10. If necessary, does your Firm have union approval of the proposed project?
Yes No Union approval was not requested (If yes, please attach a copy of written proof)

Contractor's Certification and Budget Information

In addition to the required Budget Summary and Narrative, an Authorized Representative of the applicant organization must sign this Contractor Certification form. Successful Bidders will be required to submit detailed budget information at the time of contract award.

CONTRACTOR'S BUDGET CERTIFICATION

I certify that all the information provided in this budget is both complete and accurate to the best of my knowledge. Additionally, this form will be revised and re-submitted at a later date should unforeseen cost factors necessitate changes. I also understand that if selected as a contractor, I will be required to submit further detailed budget information.

Authorized Representative Signature: x _____

Name: _____

Title: _____

Date: _____

Please sign this form and include it in the application in the front of the Budget Summary and Budget Narratives

Budget Summary: The Budget Summary is provided in a separate Excel Spreadsheet. *Remember to include this electronic file on the cd when submitting the proposal.*

Budget Narrative: The Budget Narrative should briefly explain the costs included in each cost category and line item.

Questions about the budget: If you have questions with filling out the budget document, please contact **Jeff Dufresne, Chief Financial Officer**, AAWDC, jdufresne@aawdc.org