



ANNE ARUNDEL
WORKFORCE DEVELOPMENT
CORPORATION

Anne Arundel Workforce Development Corporation
is soliciting proposals for

Information Technology Services
THREE YEARS, STARTING
ON OR ABOUT FEBRUARY 1, 2021
With Two Optional One-Year Extensions

Request for Proposal
RFP No. 2021-01

ISSUE DATE: November 6, 2020

DEADLINE FOR PROPOSALS: 4:00 P.M. November 25, 2020

NOTICE OF AWARD DATE: NLT December 18, 2020

Solicitation Notification

Notice is hereby given that Anne Arundel Workforce Development Corporation (AAWDC) will receive proposals for:

RFP # 2021-01

Information Technology Services

Proposals must be received prior to **4:00 PM** on **November 25, 2020** in the Administrative Offices of AAWDC. Proposals can be delivered electronically to avalenti@aawdc.org or nine (9) copies can be sent by mail to the following address:

Anne Arundel Workforce Development Corporation
ATTN: RFP# 2021-01
1131 Benfield Blvd., Suite N
Millersville, MD 21108

Envelopes must be sealed, prominently marked with the RFP number, title, due date and time, and the name of vendor on the outside of the envelope.

RFP documents are available from the AAWDC website:
<http://www.aawdc.org/content/proposals-rfps>

There will be NO pre-bid conference. However, questions about this RFP may be directed to: Amanda Valenti, Contract & Procurement Specialist at avalenti@aawdc.org.

Section 1 – General Information

Introduction

The intent of this RFP is to solicit proposals from high-performing, detail and process-oriented organizations to provide Information Technology Services for Anne Arundel Workforce Development Corporation.

This solicitation is for a three-year period beginning on or about February 1, 2021. At its sole option, AAWDC may extend this solicitation for two one-year periods.

Responsive proposals will be evaluated based upon criteria formulated around best value, which may include responsiveness, experience, qualifications and technical abilities, and results of quality control reviews, among other criteria. Price will not be the sole determinant for the award.

Background

Anne Arundel Workforce Development Corporation (AAWDC) is a 501(c)(3) non-profit corporation that provides innovative, high quality workforce development services to Anne Arundel County businesses and residents. AAWDC is the bridge between understanding the workforce and talent development needs of local and regional businesses and preparing individual to meet their full career potential.

AAWDC is organized by four focus areas (Business, Industry, Career Development, and Community Services) and supporting functional departments. AAWDC's four focus areas are where services are delivered. The focus areas are supported by the functional offices which provide day-to-day operations support for service delivery. AAWDC currently has 27 funding streams and a budget of \$9.1 million.

The key AAWDC employees involved in this proposal include, but are not limited to:

- *Center Operations Manager* – The Manager oversees all AAWDC facilities and corporate compliance activities for the organization. For this proposal, the manager will be the primary contact and will be the contract administrator.
- *Grant Development and Communications Manager* – The Manager oversees the Office of Outreach and Communications. For this proposal, the manager will work with the selected Contractor and the Center Operations Manager to develop long-term technology strategies for AAWDC.
- *Contract and Procurement Specialist* – The specialist is responsible for contract and procurement compliance and is supervised by the Center Operations Manager. For this proposal, the specialist will oversee asset management.

AAWDC consists of multiple locations within Anne Arundel County, Maryland. The locations that will require Information Technology Services under this proposal include, but may not be limited to:

- AAWDC Administrative Office - Millersville
- Anne Arundel County Career Center - Linthicum Heights
- Business Solutions Center at BWI Thurgood Marshall - BWI Airport
- Community Career Connection - Freetown Village
- Community Career Connection - Meade Village
- Community Career Connection at the Stanton Community Center - Annapolis
- JobsWork! Arundel - Annapolis
- JobsWork! Arundel - Glen Burnie

AAWDC currently utilizes a variety of equipment, software, and other technology to meet the operational needs of the organization, as well as to provide certain technology resources to the public. The main components of AAWDC's current infrastructure consists of the following equipment, systems, and software:

Staff Workstations

- Laptops: 55, mostly Dell running Windows 8 or 10, one Mac
- Desktops: 10, Dell and Lenovo running Windows 10

Public Labs

- Laptops: 14, Dell running Windows 10 (used as a mobile lab)
- Desktops: 41, Dell and Lenovo running Windows 10 (5 labs available to the public)

Servers:

- 2 on-site Dell PowerEdge T440, running Windows Server 2016

Other:

- Network Switches: Cisco
- Cisco Meraki
- Office 365
- VOIP phone system
- VPN for remote server contact

Procurement Administrator

Amanda Valenti, AAWDC's Procurement and Contracts Specialist, will administer the solicitation process and will be the sole point of contact for purposes of the Request for Proposal. All questions and inquiries should be e-mailed to avalenti@aawdc.org and should be received no later than Friday, November 13, 2020 at 12:00 noon. Responses to questions relevant to the RFP will be answered in the form of an Addendum to this procurement. Responses will not be made to telephone, faxed, or mailed inquiries.

Proposal Submission

Proposals can be delivered electronically to avalenti@aawdc.org or nine (9) copies can be sent by mail to the following address:

Anne Arundel Workforce Development Corporation
ATTN: RFP# 2021-01
1131 Benfield Blvd., Suite N
Millersville, MD 21108

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Proposal Acceptance

Proposals must remain valid for a period of not less than ninety (90) days to allow for evaluation, Board approval, and contract execution. AAWDC reserves the right to accept or reject, in whole or in part, any and all proposal, waive informalities, and select the most favorable proposal that best serves its interests.

Calendar of Events

Advertise Solicitation	November 6, 2020
Questions Due	November 13, 2020
Addendum Issued (if applicable)	November 20, 2020
Proposals Due	November 25, 2020 4:00 p.m.
Meeting with Short-Listed Proposers	December 7 - 11, 2020
Notification of Award	December 18, 2020

Incurring RFP Preparation Cost

AAWDC accepts no responsibility for costs incurred with the preparation, presentations, mailing, etc. and these costs will not be reimbursed.

Confidential Information

Proprietary information submitted in response to this solicitation must be clearly labeled "Confidential and Proprietary" and not be disclosed unless required by law. Proposers must clearly identify the data or other materials to be protected and state the reasons why protection is necessary. If awarded, the RFP and all related documents and proposal submissions will become part of the contract award. It is inappropriate for all or the majority of the proposal contents to be considered confidential.

Termination for Cause or Convenience

If the Contractor fails to fulfill its obligations under this contract properly and on time, or otherwise any provision of the contract, AAWDC may terminate the contract by written notice to the Contractor. Likewise, if AAWDC determines that it is in the best interest of the organization to terminate this contract, such termination shall be affected by written notice to the Contractor.

Contract Requirements

The Contractor agrees to abide by Contract Provisions for Non-Federal Entity Contracts Under Federal Awards, also known as Appendix II to Part 200. The contract shall be fixed price with a cost ceiling.

About This Solicitation

This document is a Request for Proposal (RFP). It differs from a Request for Quotation in that AAWDC is seeking a solution, as described in the cover page and in the following sections, not a bid/price quotation meeting firm specifications for the lowest price. As such, the lowest prices proposed may not guarantee an award recommendation. Responsive proposals will be evaluated based upon criteria formulated around the most important features and best value of a product or service, of which responsiveness, experience, qualifications and technical abilities, and results of quality control reviews, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a Contractor(s) approach meets the desired requirements and needs of AAWDC. Those criteria that will be used and considered in evaluation for award are set forth in this document.

No negotiations, decisions, or actions shall be initiated by any proposers as a result of any verbal discussion with anyone from AAWDC prior to the proposal submission deadline. RFP Proposers shall make no contacts – either written or verbal – with any individual other than the individual identified herein during the period beginning with the issuance of this RFP through approval of award. Any attempt by a proposer to influence a member or members of the AAWDC Corporate Board of Directors or employees of the organization may be grounds to disqualify the proposal from further consideration.

If awarded, this RFP document in its entirety including attachments, appendices, and addenda will become part of the contract.

Section 2 – Scope of Work

Scope of Work - Services

AAWDC desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. The following details are the minimum services to be provided:

1. *Assessment* – With the assistance of AAWDC staff, compile an inventory of all information technology-related assets, assess system assets, and make recommendations for improved organization-wide IT system performance.
2. *Desktop Applications Support* – Perform basic support functions, including:
 - a. Installation of desktop PCs, laptops, tablet and setup, printers and software installation, and upgrades;
 - b. Diagnose and correct desktop application problems;

- c. Configure desktops, laptops, and tablets for standard applications;
 - d. Identify and correct hardware problems, performing advanced troubleshooting.
 - e. Assist designated employees with hardware and software purchases as needed; and
 - f. Assist with warranty and other technical support.
3. *Server Administration Services* – Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance backup schedule and capacity management services. Ensure scheduled preventive maintenance and backup for equipment is promptly performed; develop back-up and disaster recovery plan and procedural documentation for archive backup.

NOTE: Confidentiality of information is vital. The selected Contractor and their employees will be required to sign and adhere to a confidentiality agreement. All Contractor employees with access to AAWDC's system will be required to undergo a background check at the Contractor's expense and shall be expected to maintain AAWDC's privacy and confidentiality requirements at all times.

4. *Network Administration Services* – Scope of activity includes all AAWDC network equipment including switches, firewalls, routers, collaboration with the VoIP phone system contractor, and other security devices. Manage backup and disaster recovery system. The scope also includes group policy, software updates, etc. as necessary and at the direction of AAWDC, as well as supporting the installation and maintenance of printers and network multifunction copiers as needed. Monitor network performance and capacity management services. Maintain organization network diagram.
5. *Security* – Maintenance of virus/malware detection and spam reduction programs on servers, e-mail, and all other computer, laptops, and tablets. Perform security audits as requested and notify contract administrator immediately of suspected breaches of security.
6. *Strategic Planning* – Provide technical leadership for all technology issues, including:
- a. Annual plan on updating technology needs, including but not limited to replacing workstations, updating/upgrading hardware, and review of software;
 - b. No less than 1 meeting per quarter between AAWDC and the Contractor;
 - c. Keep AAWDC up-to-date on new technology changes and uses that will enable AAWDC to increase efficiency and reduce costs;
 - d. Install equipment, including new servers, software, and hardware and transfer data when required; and
 - e. Assist with policy formulation and application.
7. *Help Desk Support* – End user support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must

be available from 7:00 am to 6:00 pm Monday through Friday. Contractor shall provide AAWDC contract administrator with access to Contractor's Help Desk ticketing system. On average, AAWDC opens 54 tickets per month of all types.

8. *End User Training* – Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of AAWDC or when a need is identified by the Contractor.
9. *On-site Support* – Provide regular scheduled and dedicated on-site support 16 hours each quarter or provide a recommendation of needed on-site support hours; to address organization-wide and/or facility hardware and software issues. Additional on-site support may be needed for special or major projects.
10. *Public Records* – Provide assistance in public records key word searched through active and archived e-mail and network files of current and former employees. Preserve original metadata of e-mail and network files while saving contents to electronic files. Contract must be knowledgeable in Maryland Public Information Act and associated sunshine laws.
11. *Computer Inventory and Disposal* – Contractor must provide bi-annual hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment.

Section 3 – Evaluation and Selection Process

Evaluation Procedures

AAWDC will evaluate proposals according to the requirements of this RFP. Proposals will first be evaluated for responsive to this RFP. Non-responsive proposals will be eliminated.

Evaluation Criteria

Proposals will be evaluated based upon criteria formulated around best value which may include responsiveness, experience, qualifications and technical abilities, results of quality control reviews, and price. Price will not be the sole determinant for the award. The evaluation criteria are set forth below and are intended to be the basis by which each proposal is evaluated.

Each proposal will be assigned a score as described below. AAWDC has selected a committee of qualified individuals to review and evaluate proposals submitted (evaluation committee). A recommendation for award of a contract will determined by the evaluation committee. Award of a contract will only be considered to the Proposer determined to be responsive and responsible, and representing the best value to AAWDC.

AAWDC reserves the right to reject any and all proposals and/or to waive any minor informalities.

The successful Proposer will be required to execute a contract with AAWDC and the contract will include all of the provisions of this RFP, including conditions, attachment, and addenda issued. AAWDC reserves the right to terminate negotiation when, in its judgement, negotiations have reached an impasse.

Scoring

The proposal will be awarded a maximum of 105 points based on the following evaluation criteria:

Criterion	Total Points
Experience of company and engagement personnel	20
Understanding of AAWDC’s needs and services to be provided	20
Compatibility with end user and staff needs	10
Satisfaction of clients/end users	10
Availability	10
Cost	30
Minority- or Veteran-Owned Business	5

Section 4 – Proposal Format

Contents of the Proposal

1. *Cover Page*: Show RFP No. 2021-01, subject, name of proposer’s organization, local address, telephone number, name of person authorized to make presentations for the proposer, contact person for the proposal and the date.
2. *Table of Contents*
3. *Work to Be Done*: Briefly state the proposer’s understanding of the work to be done and make a positive commitment to perform the work within the time period specified in this RFP.
4. *Profile of the Proposer*: A fully responsive proposal will provide the following:
 - General Information About the Proposer – Provide a profile of your organization (type of organization, date established, major line(s) of work, and general background). Describe the organization’s experience in providing technology support and services.
 - References – The name, address, telephone number, fax number and e-mail address of no less than three (3) current or past customers for which you are providing or have provided similar services.
 - Support Services – Please provide answers to the following:
 - Is Help Desk available?
 - When is support available? (Indicate hours of operation)
 - How are charges for support structures documented and tracked?

- Describe your problem escalation process, including:
 - Initial problem identification
 - Determination of priority and severity of problem
 - Steps for resolving problem escalation when a solution is not forthcoming, or an implemented solution is unsatisfactory
 - Indicate your response time goals and your statistics regarding meeting that goal
- Special Expertise – Experience with other workforce development entities. Additionally, provide a list of systems, components, and software applications the firm has experience supporting.
- Identification of Key Engagement Staff – Describe the principal supervisory and management staff, including the dedicated account manager, senior staff, and any specialist personnel who would be assigned to the contract. (Proposed key personnel are expected to perform the work described in this solicitation. Changes must be approved by AAWDC. Unreasonable and unapproved changes of key personnel could be considered breach of contract.)

5. *Budget:*

- Total Price of Project – State a fixed price for the project, including the price of option years. Provide a breakdown of the numbers and kinds of professional/non-professional staff that will be utilized in the engagement.
- Price Detail – State the total hours, the hourly rate required by staff classification, the descriptions and amounts of other charges, including communications, travel and miscellaneous expenses.
- A la carte Price Schedule – Provide a menu of services that the Contractor provides outside the scope of work and a pricing structure for those services.

ATTACHMENT 1

Certification Regarding U.S. Government Debarment, Suspension, Ineligibility, and Voluntary Exclusion

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 34 CFR 85.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

1. The prospective participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective participant is unable to certify any of the statement in this certification, such prospective participant shall attach an explanation to this proposal.

Signature of Authorized Representative: _____
Name of Authorized Representative: _____
Title of Authorized Representative: _____
Name of Proposer's Firm/Company: _____
Date: _____

MUST BE RETURNED WITH PROPOSAL

ATTACHMENT 2

Non-Collusion Certification

As the duly authorized representative of the proposer listed below, I hereby certify to the best of my knowledge, information, and belief that neither I, the proposer firm or organization listed below, nor any of its representatives have:

1. Agreed, conspired, or colluded to produce a deceptive show of competition in the compilation of the bid or proposal being submitted herewith;
2. Directly or indirectly, entered into any agreement, participated in any collusion to fix the price proposed herein or any competitor, or otherwise taken any action in restraint of free competitive pricing in connection with the contract for which the offer is submitted.

In signing this Certificate, I represent that I have personal knowledge of the matters and facts herein stated.

Signature of Authorized Representative: _____
Name of Authorized Representative: _____
Title of Authorized Representative: _____
Name of Proposer's Firm/Company: _____
Date: _____

MUST BE RETURNED WITH PROPOSAL