

Request for Proposal

Computer Network Technical Support Services



Susquehanna Workforce Network, Inc.
410 Girard Street
Havre de Grace, Maryland 21078

Issue Date: April 13, 2017
Bidder's Conference: April 20, 2017, 9:00 a.m.
Due Date: May 12, 2017, 4:00 p.m.

I. SCOPE OF SERVICES

A. Purpose

The Susquehanna Workforce Network (SWN) is soliciting proposals for technical support services for its computer operating network.

B. Services to be performed

To provide, on-site technical support, at least 12-15 hours per week and access to a 24-hour Helpdesk. The support would include the Havre de Grace Administrative Office, Susquehanna Workforce Center – UC, Susquehanna Workforce Center – Bel Air, and Susquehanna Workforce Center – Cecil County.

To ensure all computer equipment is operating properly through:

- Regularly scheduled maintenance: back-up files, up-date files
- Regularly monitor system's effectiveness and efficiency: identify risks with workstations, servers, and the network; provide solutions and recommendations
- Troubleshoot and document system as necessary

To communicate system functionality to identified SWN staff through weekly written reports.

To work collaboratively with SWN staff to develop recommendations and plans for a three year system upgrade.

C. Term of Contract

The proposal selected under this RFP may be considered for funding beginning July 1, 2017. The initial contract will be awarded for a (1) year period, with the option to renew for the remaining (2) years based on achievement of performance and funding availability.

D. Summary of Current Network Information Data

The Network covers four sites:

- Havre de Grace – Administration Site
- Susquehanna Workforce Center – Aberdeen
- Susquehanna Workforce Center – Bel Air
- Susquehanna Workforce Center – Elkton

SWN Network

Each site has high-speed internet connections thru Comcast Business Internet.

- File server, print server, DHCP, DNS, DC
- Mail server, DC
- Utility server – WSUS, AV

SWN Servers

There are 3 main servers, located in Havre de Grace.

Computers by location

Havre de Grace

- 12 client PCs/laptops
- 3 servers
- 2 printers

University Center - Aberdeen

- 23 PCs/laptops
- 3 printers

Bel Air

- 7 PCs
- 1 printer

Elkton

- 18 PCs/laptops
- 3 printers

E. General Conditions

1. The release of this RFP does not constitute an acceptance of any offer, nor does such release in any way obligate the SWN to execute a contract with any offeror. The SWN reserves the right to accept, reject or negotiate any or all offers received in response to this request, to negotiate with all qualified sources, or to cancel, reject, alter, modify or amend in part, or in its entirety, this RFP, if to do so is in the best interest of SWN.
2. The SWN will not be liable for any costs associated with the preparation of proposals or negotiation of contract incurred by any offeror.
3. All proposal prices are irrevocable for ninety (90) days following the closing date for submission.
4. All proposals, in their entirety, will become the property of SWN upon submission. Proposals will be exempt from disclosure until the evaluation and selection process has been completed. If a proposal contains any information that the offeror considers proprietary and does not want disclosed to the public or used for any purpose other than evaluation of the offer, all such information must be indicated with the following statement:

"The information contained on pages _____, _____, and _____ shall not be duplicated, used in whole or part for any purpose other than to evaluate the proposal, provided that if a contract is awarded to this office as a result of or in connection with the submission of such information, the SWN has the right to duplicate, use or disclose this information to the extent provided in the contract. This restriction does not limit the agency's right to use information contained therein if obtained from another source."

5. In submitting a proposal, the proposer certifies as to its legally constituted organization and that in connection with this proposal:
 - The prices in the proposal have been arrived at independently without consultation, communication or agreement, for the purpose of restricting

competition, as to any matter relating to such prices with any other offeror or with any competition; and,

- Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the proposer, and will not knowingly be disclosed by the proposer, prior to award directly or indirectly to any other proposer or to any competition; and,
- No attempt has been made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

6. Person(s) signing the proposal certify that person(s) in the offeror's organization who are legally responsible within that organization for the decision as to the price being offered in the proposal have not participated, and will not participate in any action contrary to the above.
7. SWN reserves the right to negotiate the final terms of all contracts with successful proposers. Items that may be negotiated include, but are not limited to, type and scope of services and activities, prices, and production schedules. Proposers will be required to submit all revisions to their proposal that may result from negotiations prior to any agreement to contract. SWN also reserves the right to end contract negotiations if acceptable progress, as determined by the SWN, is not being made within a reasonable time frame.

Likewise, SWN also reserves the right to accept any proposal as submitted for contract award, without substantive negotiation of offered terms, services or prices. Therefore, proposers are advised to propose their most favorable terms initially.

8. If only one responsive proposal is received for activities described in this RFP, the SWN has the option to re-open the procurement, or to initiate a sole source procurement process with the respective proposer.
9. The proposer will be required to assume full responsibility for all specified services, and may subcontract only with the express written approval of the SWN.
10. Any information obtained concerning recipients of services through the SWN shall be treated as confidential in accordance with relevant provisions of State and Federal law.
11. Funding for contracts awarded as a result of this process shall be contingent on continued funding of the SWN through established sources. In the event that such funding becomes unavailable for any reason, the contract would terminate immediately and all payment obligations hereunder would cease forthwith; provided, however, that the Contractor would be paid for any services rendered prior to the date of such termination. The SWN retains the right to terminate or reduce a contract in whole or in part if funds are not available.
12. Agencies or individuals selected to contract for services may be required to submit programmatic, financial or other revisions of their proposal which may have resulted from negotiations prior to an agreement to contract.
13. Responding agencies and individuals should be aware that SWN activities are subject to any modifications as required by the Workforce Innovation and Opportunity Act

and its implementing regulations; the Maryland State Department of Labor, Licensing and Regulation (DLLR) policies, procedures and directives; the SWN Workforce Development System Plan; and compliance with nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014, including the Nontraditional Employment for Women Act of 1991, 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, Title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR part 34.

II. GENERAL INFORMATION

A. Organizational Background

The Susquehanna Workforce Network (SWN) is a not-for-profit, 501(c)(3) corporation, designated as the Workforce Development Board for the Susquehanna Region (Cecil and Harford Counties, Maryland), and the administrative entity for programs funded under Title I of the Workforce Innovation and Opportunity Act of 2014. The SWN is governed by a 31-member board comprised of representatives from education, community organizations, labor, economic development, the employment service, and a majority membership of business executives from throughout the region.

The SWN has been providing employment and training services to the citizens of Cecil and Harford Counties since 1983. Under the Job Training Partnership Act, the organization was known as the Susquehanna Region Private Industry Council. With the enactment of the Workforce Investment Act (WIA) of 1998, the organization's name was changed to the Susquehanna Workforce Network on July 1, 2000, to more accurately reflect the change of focus to a streamlined, consolidated workforce development system.

B. Description of Activities

The SWN conducts workforce development activities designed to meet the needs of the region's job seekers and employers. Services to job seekers are provided at three Workforce Center locations. These services include access to computers for internet job search, resume preparation or obtaining labor market information; assessment of reading and math skills; workshops on resume preparation and job search techniques and interviewing skills; postings of job openings with regional employers; and basic education and/or occupational skills training. Services to employers include recruitment assistance, outplacement assistance, applicant screening, and information on community and government resources available to employers.

III. PROPOSAL PREPARATION

A. Bidder's Conference

A Bidder's Conference will be held on April 20, 2017, 9:00 a.m., at the offices of Susquehanna Workforce Network, Inc., 410 Girard Street, Havre de Grace, Maryland, 21078. Questions may be submitted before the Bidder's Conference to LDSiegel@swnetwork.org.

B. Format

Responding organizations should ensure that proposals are prepared in compliance with the following requirements:

1. Please follow the guidelines using the headings for each section.
2. Emphasis should be placed on clarity of content.
3. Proposals must be limited to seven (7) pages (not including attachments), typed, one side only, non-bound, with pages numbered.
4. The following attachments must be included:
 - Proposal Cover Sheet (Attachment I)
 - Assurance of Non-Discrimination and Equal Opportunity (Attachment II)
 - Certification Regarding Lobbying (Attachment III)
 - Certification Regarding Debarment, Suspension, and Other Responsibility Matters (Attachment IV)
 - Certification of a Drug-Free Workplace (Attachment V)

C. Submission

One (1) signed original and four (4) copies of each proposal must be submitted to the following address:

Susquehanna Workforce Network, Inc.
Attn: Linda D. Siegel
410 Girard Street
Havre de Grace, MD 21078

D. Deadline

Proposals must be received by 4:00 p.m. on May 12, 2017. No proposals will be accepted after the deadline date.

IV. GUIDELINES

A. Statement of Work

Provide your plan for furnishing technical support services to the Susquehanna Workforce Network. In addition, provide an estimate of SWN staff time and engagement that will be needed to support your work.

B. Background and Experience

Describe the background/experience of the proposing company in providing and/or performing these services; including qualifications of staff.

C. References

Provide the name, address and telephone number of three (3) recent clients.

V. EVALUATION PROCEDURES

A. A committee of the SWN will evaluate proposals according to the requirements of this RFP. Proposals will first be evaluated for minimum requirements, and those which do not meet minimum standards will be eliminated. Recommendations for contract award will be submitted to the SWN's Executive Committee for approval.

B. The proposal will be awarded based on the following evaluation criteria:

	<u>Point Range</u>
1. Technical Criteria	
a. Responsiveness of Proposal (0 – 35)	
1) Clearly demonstrates an understanding of the services to be performed. Inclusion of innovative ideas and strategies.	0 – 35
b. Technical Experience of Proposer (0 – 20)	
1) Experience and capability in performing work of a similar nature.	0 – 20
c. Qualifications of Staff to be Assigned to the Project	0 – 20
d. Size and Structure of Proposer	<u>0 – 5</u>
<i>Total Technical Points</i>	<i>0 – 80</i>
2. Price Criteria	<u>0 – 20</u>
Total Points	0 – 100

C. Contract Negotiations and Award

Upon completion of the evaluation of the offeror's proposal and negotiation, if conducted, SWN shall award the contract to the responsible offeror whose offer is the most advantageous to the SWN. SWN reserves the right to reject all offers if it is determined to be in the best interest of the SWN.

D. Appeals Procedure

Any respondents dissatisfied with the SWN committee's recommendation and who seek to appeal the matter to the SWN Executive Committee, must file a written appeal with the SWN Executive Director at the following address:

Mr. Bruce England
Executive Director
Susquehanna Workforce Network, Inc.
410 Girard Street
Havre de Grace, MD 21078

All appeals must be filed within ten (10) calendar days of receiving notice of the committee's decision. The Executive Committee, at its discretion, will decide whether to grant the appellants an open hearing. The decision of the Executive Committee will be final.

SUSQUEHANNA WORKFORCE NETWORK

PROPOSAL COVER SHEET

Name of Agency/Organization _____

Address _____

Contact Person/Title _____

Phone _____ Fax _____ Email _____

Total funds requested _____

I do hereby certify that this proposal is submitted in accordance with the provisions and conditions outlined in the Request for Proposal issued April 13, 2017 for Computer Network Technical Support Services, that all the information is complete and accurate, and that this proposal represents a firm and fixed offer to provide the requested services. This offer shall remain valid for a minimum of 90 days. I also certify that the fees in the proposal have been arrived at independently, without consultation, communication, or agreement with any other proposer (except those in a collaborative proposal) or with any other competitor for the purpose of restricting competition, as to any matter relating to such fees; and no attempt has been made or will be made by the proposer to induce any other person or agency to submit or not submit a proposal for the purpose of limiting or restricting competition. I further certify that this agency can and will provide and make available, at a minimum, all services described in this proposal.

Signature of Individual with Signatory Authority

Date

Typed name and title

ASSURANCE OF NON-DISCRIMINATION AND EQUAL OPPORTUNITY

As a condition to the award of financial assistance under the Workforce Innovation and Opportunity Act of 2014, the grant applicant assures, with respect to operation of WIOA funded programs or activities and all agreements or arrangements to carry out the WIOA funded programs or activities, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014, including the Nontraditional Employment for Women Act of 1991; 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; Title IX of the Education Amendments of 1975, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including, but not limited to, 29 CFR part 34.

Signature of Authorized Representative

Date

Name (typed) and Title

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form—LLL-A, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, US Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature of Authorized Representative Date

Name (typed) and Title

CERTIFICATION REGARDING
DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants Responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register.

1. The proposer certifies to the best of its knowledge and belief, that it and its officers/principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal, State or local governmental department or agency;
 - b. Have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission or embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - d. Have not had one or more public transactions (Federal, State or local) terminated for cause or default.
2. Where the proposer is unable to certify to any of the statements in this certification, such proposer shall attach an explanation to this proposal.

Signature of Authorized Representative

Date

Name (typed) and Title

CERTIFICATION OF A DRUG-FREE WORKPLACE

By submission of this offer, the proposer certifies and agrees that with respect to all employees of the proposer to be employed under a contract resulting from this solicitation, it will:

1. Publish a statement notifying such employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace, and specifying the actions that will be taken against employees for violations of such prohibition.
2. Establish a drug-free awareness program to inform such employees about:
 - the dangers of drug abuse in the workplace;
 - the Contractor's policy of maintaining a drug-free workplace;
 - any available drug counseling, rehabilitation, and employee assistance programs; and
 - the penalties that may be imposed upon employees for drug violations occurring in the workplace.
3. Provide all employees engaged in the performance of the contract with a copy of the statement in item 1 of this provision.
4. Notify such employees in the statement required by item 1 of this provision that as a condition of continued employment on the contract resulting from this solicitation, the employee will:
 - abide by the terms of the statement; and
 - notify the employer of any criminal drug statute conviction for a violation occurring in the workplace, no later than five (5) days after such conviction.
5. Notify the contracting officer within ten (10) days after receiving notice under item 4 of this provision, from an employee or otherwise, of such conviction.
6. Within thirty (30) days after receiving notice under item 4 of this provision of a conviction, impose the following sanctions or remedial measure on any employee who is convicted of drug abuse violations occurring in the workplace:
 - take appropriate personnel action against such employee, up to and including termination;
 - or
 - require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local health, law enforcement or other appropriate agency.
7. Make a good faith effort to maintain a drug-free workplace through implementation of items 1 through 6 of this provision.

Signature/Title of Authorized Representative

Date