

WORKFORCESOLUTIONS
G R E A T E R D A L L A S

REQUEST FOR PROPOSALS

**TECHNOLOGY MANAGEMENT SERVICES
COMPUTER NETWORK SYSTEM
FY 2021 - 2025**

A proud partner of the



ISSUE DATE: July 20, 2021, 1:00 P.M., CDT

RESPONSE DEADLINE: August 19, 2021, 12:00 P.M., CDT

On-line Bidders' Questions/Answers and RFP Forms at:

<https://www.wfsdallas.com/doing-business>

www.wfsdallas.com

Workforce Solutions Greater Dallas is an equal opportunity employer/program. Auxilliary aids are available upon request, for persons with disabilities. TTY:214-745-1054. Funding received by the TWC and through the Departments of Labor, Health, Education and Agriculture. Nearly 100% of paid costs would be from Federal Funds. It is not anticipated that non-governmental funds will be involved.

INTRODUCTION

A robust workforce is a key component in the economic engine of the Greater Dallas area! This is why **Workforce Solutions Greater Dallas (WFSDallas)** exists. Our sole **mission centers on providing competitive solutions for employers through quality people and for people through quality jobs**. WFSDallas is a quasi-governmental and non-profit organization. Funded by federal grants and private money, WFSDallas is one of the largest nonprofits in Dallas. Government funding sources have included Texas Workforce Commission, and the U.S. Departments of Labor, Health and Human Services, Agriculture, and Education. The Walmart Foundation, Schultz Family Foundation, Starbucks Foundation, AARP Foundation, National Philanthropic Trust and Jobs for the Future are among the private partners that have added philanthropic resources to the solution.

Workforce Solutions Greater Dallas (WFSDallas) convenes, informs, designs, and invests resources to establish the workforce system for the Greater Dallas region. WFSDallas ensures the development and implementation of a multi-faceted system of job training, job placement, and job retention services. We meet employer and jobseeker needs while providing economic development support for our community. We provide eight workforce centers throughout Dallas County, and a fully trained team to assist you both virtually; and as conditions permit, in-person. Social distancing, masks, hand-sanitizers, and other CDC recommended protocols are followed for all in-person services.

WFSDallas is led by a volunteer Board of twenty-five Directors as mandated by State and Federal law and appointed by the Dallas County Judge and the City of Dallas Mayor. The Dallas Region inclusive of Dallas County and the city of Dallas includes additional cities of Garland, Grand Prairie, Irving, and Mesquite, as well as, an additional 19 cities and a combined population of 2.6 million. Please see the Board's website for more details on the workforce programs and locations of American Job Centers within Dallas County (www.wfsdallas.com). WFSDallas offers workforce, economic development, education and other human resource programs; to create a seamless customer-focus and business-led network. WFSDallas offers easy access to businesses and jobseekers to access the services they need to obtain skills and employment.

The Board oversees more than \$140 million annually and invests in all things workforce. Federal government funding is typically administered for workforce training, talent development, skills training, adult education, and English language skills. The system leverages public and private resources in many ways ranging from transitioning highly skilled individuals into new careers to helping unemployed and underemployed people find work. Often, this includes providing working families with transportation assistance and child care subsidies.

Upskilling current workers requires nontraditional tools such as e-learning, flex schedules for training, and wraparound services to balance work and learning. Quality care for the children of working parents is a vital wraparound service because many parents miss job opportunities due to the lack of capable, affordable, quality child care. WFSDallas views the availability of quality child care as a building block to a stronger Dallas area workforce.

Values

Workforce Solutions Greater Dallas is recognized locally and nationally as a best in class workforce system that engages employers and offers the premier solutions for a qualified workforce; provides jobseekers comprehensive solutions to employment; convenes a community workforce dialogue critical to economic development; and is recognized as the responsive and effective solution of choice.

*The workforce system in Dallas County is governed and managed by the Dallas County Local Workforce Development Board, Inc. d.b.a. Workforce Solutions Greater Dallas, acting on behalf of the county's citizens and employers. The Dallas County Local Workforce Development Board is a 501(c) (3) a not for profit corporation in the State of Texas.

PART 1.0 GENERAL INFORMATION

NOTE: For purposes of this RFP, the words “Bidder”, “Proposer” and “Proposing Entity” shall refer to an entity submitting a proposal in response to this RFP. The term “Contractor” refers to an entity awarded and entering into a formal contract with the Dallas County Local Workforce Development Board, Inc., d.b.a. Workforce Solutions Greater Dallas (WFSDallas). The words “Board”, “Workforce Solutions Greater Dallas”, “WFSDallas” and shall refer to the Dallas County Local Workforce Development Board, Inc., the issuer of this RFP.

1.1 PURPOSE OF REQUEST FOR PROPOSALS (RFP)

The Dallas County Local Workforce Development Board, Inc. dba Workforce Solutions Greater Dallas (WFSDallas) is soliciting proposals from qualified, and professional technology vendors to provide **Technology Management Services** for physical (onsite) and remote operation of all data processing networks and related computer systems. (See Part 3.2 of the RFP which outlines office locations).

This Request for Proposals (RFP) for technology management services may cover any modifications to locations for services (Part 3.0) in this RFP or any existing location expansions/new locations/re-location of any of the existing locations in the future.

This RFP provides a uniform method for the procurement of Technology Management Services. It contains the necessary background, requirements, instructions, and information for responding to this RFP. This procurement is also conducted in accordance with Federal Uniform Administrative Requirement CFR §200.317-326, supplemented by the TWC Financial Manual for Grants and Contracts (FMGC).

1.2 SERVICES SOLICITED

The selected vendor will deliver technology management services for the computer network system, in accordance with standard and acceptable maintenance and support benchmarks provided by the WFSDallas team. WFSDallas offers technology for the administrative, workforce centers, and partner locations. The existing systems are able to interface with workforce system operations' programs. The selected vendor will respond to service requests efficiently while ensuring no significant computer down time during normal business hours, 8:00 AM to 5:00 PM, Monday through Friday. The vendor will offer desktop support to include diagnosis and correction of desktop applications and equipment for all related issues and problems. This maintenance can be handled onsite, remotely and via telephone support. In addition, the vendor is expected to report on the status of technology issues and communicate effectively with the designated WFSDallas team. For a full list of requested responsibilities and services solicited, please see Part 3.0 of this RFP which offers a detailed description.

1.3 ACTIVITIES AND SERVICES NOT SOLICITED

The Board or other contract has responsibility for the following services:
High Speed Data Lines (T1, Fiber)
Inventory (Property) Control

1.4 RFP SCHEDULE OF EVENTS

The following schedule is subject to revisions at the discretion of the Board. All requestors of this RFP will be notified of any changes.

<u>Dates</u>	<u>Activity</u>
Sunday, July 18, 2021	RFP Public Notice
Tuesday, July 20, 2021, 1:00 p.m. CDT.....	Issuance of RFP
Wednesday, July 28, 2021, 10:00 a.m.	Bidders' Conference
Thursday, August 19, 2021, 12:00 p.m. CDT.....	Deadline for Proposals
Wednesday, September 15, 2021.....	Board Action for Consideration
October 1, 2021.....	Contract Start Pending Successful Negotiation

PART 2.0 REQUEST FOR PROPOSALS COMPONENTS

2.1 ADMINISTRATION OF THIS REQUEST FOR PROPOSALS (RFP)

A. Issuance

The RFP is issued at 1:00 p.m. CDT, Tuesday, July 20, 2021 and available to download from the WFSDallas website: <http://www.wfsdallas.com/doing-business>. If you are unable to download the RFP, please contact: procurement@wfsdallas.com or (214) 290-1000.

B. Request for Proposals

The package contains all the necessary information and forms to respond to this Request for Proposals. A response to this RFP should include all items listed in **PART 4.0, INFORMATION FOR CONSIDERATION**, and **PART 5.0, ORDER OF PROPOSAL SUBMISSION**, pages 13 – 14, of the RFP.

Proposals must be typed, single spaced, 12 font submitted on materials in accordance with instructions in this RFP. Proposals for services must be officially received by WFSDallas staff to: procurement@wfsdallas.com no later than **12 p.m. CDT on Thursday, August 19, 2021**. **Any proposals or amendments received after August 19, 2021 12:00 p.m. CDT deadline will not be considered, but will be deemed late and non-responsive to the RFP procurement process. Late proposals or amendments will be returned without review.**

All responsive proposals received by the deadline will be presented for action (recommended or not recommended) at the WFSDallas Board of Directors' meeting on September 15, 2021.

Dated Material: Proposals are due by 12:00 p.m. CDT on August 19, 2021. WFSDallas is not responsible for any technology issues. No faxed proposal will be accepted.

2.2 BIDDERS' CONFERENCE

The Bidders' Conference will be held on **July 28, 2021 from 10:00 a.m. to 11:00 a.m. CDT** via Zoom conference to **provide clarification and interpretation for this Request for Proposals**. To participate in the Zoom virtual conference, please email procurement@wfsdallas.com, the conference information will be emailed out on July 27, 2021.

To allow for additional time for questions following the bidders' conference, we request questions be submitted via

email to procurement@wfsdallas.com by **August 3, 2021 5:00 p.m. CDT**. All responses to questions received will be posted on **August 6, 2021** at: <http://www.wfsdallas.com/doing-business-wfs-dallas>. This conference and Q&A offers potential bidders an opportunity to obtain guidance on the scope and nature of the work required in this RFP or to ask other technical questions concerning this solicitation.

NOTE: *All Board members, officers, and staff are precluded from entertaining questions concerning a proposal or the procurement process outside the confines of the Bidders' Conference.* Potential bidders are asked to respect these conditions by not making personal requests for assistance, except at the Bidders' Conference.

2.3. Funding

All funding is conditional upon the availability of grant funds from the U. S. Departments of Labor, Health, Education and Agriculture, and the Texas Workforce Commission.

2.4. Contract Type/Service Period

The executed agreement, as a result of this RFP process, will be a contractor agreement unless another type is determined by the WFSDallas to be more advantageous. The anticipated agreement for Technology Management Services will be for one year, beginning October 1, 2021 and ending September 30, 2022.

The Board may extend the agreement for up to three (3) additional one year terms. The total terms of a contract to provide services shall not exceed four (4) years. The contractor will be required to provide an annual closeout by program for each year ending September 30th. Offers to extend agreements are at the sole discretion of the Board, based on satisfactory performance, compliance with contractual obligations, and other factors as determined by the Board. The Board reserves the right to terminate the contract annually or earlier based on contractor performance and compliance with contractual terms and conditions.

2.5. Method of Procurement

The services solicited under this RFP shall be procured under the competitive negotiation method of procurement, via the process described in the TWC Financial Manual for Grants and Contracts (FMGC), and Board policy. **The Board's intention is to negotiate a contractor agreement with the successful bidder.**

2.6. Eligible Bidders

Any vendors in good standing (i.e., not debarred from doing business with state, federal or local government) and able to meet the technical specifications for quality and other terms of this proposal package are eligible. Bidders offering service locations within Greater Dallas are invited to respond.

2.7. Selection Process

Selection of a bidder will be in accordance with the principles stated in the Board's plan and State plans, as well as other applicable laws, regulations and policy issuances from Federal, State, and Local entities.

1. We will make an effort to utilize small, minority and female-owned or operated businesses, as vendors, and to allow such organizations maximum feasible opportunity to compete for award.
2. We will award contract/purchase agreement(s) only to "Responsible Bidder", i. e. a Bidder/Vendor who has demonstrated competence to deliver the specified goods and services, a proven record of business integrity and ethics, and the ability to meet the requirements of this Request.

3. The Board reserves the right to contact any individual or agency listed in the Bid, or to contact others who may have knowledge of the bidder's relevant services/products or qualifications.
4. A response to this request does not commit the Board to award a purchase agreement or to pay any costs incurred in the preparation of a response, nor to pay for any other costs incurred prior to the execution of a formal purchase agreement unless such costs are specifically authorized in writing by the Board.
5. The Board reserves the right to accept, or reject any or all Bids received, or to cancel in part or its entirety this Request for Proposals.
6. No contract/purchase agreement may be awarded until the bidder has complied with Executive Order 12549, 29CFR, Part 98 by submitting to the Board a signed Certification of Debarment, which states that neither the vendor, nor any of its principals, are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in a procurement by any Federal department or agency.
7. Bidders shall not, under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee or agent of the Board, for the purpose of having an influencing effect toward their own proposal or any other proposal submitted hereunder.
8. Bidders shall not engage in any activity that will restrict or eliminate competition. This does not preclude joint ventures or subcontracts.
9. In the interest of maximum, free and open competition, all Board Members and Board staff will be precluded from providing technical assistance or answering questions concerning this RFP which might offer a competitive advantage to any bidder. Potential Bidders are asked to respect these conditions by not making personal requests for assistance.
10. Prior to award of any contract/purchase agreement, a Bidder must sign a "Certification Regarding Conflict of Interest" stating adherence to the Board policy regarding free and open competition and conflicts of interest.
11. The contents of a successful bid can become a contractual obligation, if selected for funding. Failure of the bidder to accept these obligations can result in cancellation of the award for contract/purchase agreement. The Board reserves the right to withdraw or reduce the amount of an award if there is misrepresentation of the bidder's ability to perform as stated in the bid.
12. The Board reserves the right to request additional information from any and all bidders.
13. The Board reserves the right to award a contract/purchase agreement to other than the lowest cost/priced bidder.

2.8. Evaluation Process

- 1) Responsive proposals submitted by the deadline are evaluated by Board staff for responsiveness and compliance with the technical specifications and requirements contained in the RFP.
- 2) All responsive proposals will be subject to review and scoring. The Board assigns professional staff or qualified outside evaluators to read and evaluate each responsive proposal.
- 3) Parts of the scoring are scored independently by each reader; the final scores for those parts will be the average of the independent scores of all readers.
- 4) All references are validated and scores included in the evaluation process.
- 5) The Board may interview top scoring bidders before selecting a bidder for award of contract.

- 6) In selecting a proposal for award of contract, the Board reserves the right to depart from the strict ranking by evaluation scores, whenever it deems such departure will better serve the best interests of the Board and its constituents.
- 7) Action by the Board in selecting a proposal for contract award will be subject to successful contract negotiations.

2.9. Evaluation Process

Responsive proposals submitted by the deadline will be evaluated using the criteria below.

- **Demonstrated Experience and Qualifications** **35**
 Bidder must demonstrate experience and qualifications providing services.
 In addition, bidder must submit resumes (including certifications, other credentials, etc.) for individuals who will be involved in performing services.
- **Proposed Services** **30**
 Bidder must describe ability to provide requested services (see section 3).
 Customer references will be contacted to validate services delivered by the bidder.
- **Costs** **35**
 Cost/pricing will be reviewed to determine that costs are reasonable, allocable and allowable. Cost will be compared to other bidders' cost for services.
- Total possible points for proposal response** **100**

2.10 PROPOSER INQUIRY AND APPEAL PROCESS

The Dallas County Local Workforce Development Board is the responsible authority for handling complaints or protests regarding the procurement and proposal selection process, and has established the following process for handling appeals of any procurement decisions:

- Step1. Request for Debriefing** -- Bidders not selected by this procurement process may appeal the decision by submitting, within 10 days of the receipt of Board notification of the procurement decision, a written Request for Debriefing to obtain information on the procurement process and how their proposal or offer was received and ranked. The Board shall acknowledge receipt of the Request for Debriefing in writing within 10 days of receipt, along with the date and time of the scheduled briefing. The briefing shall be scheduled, as soon as possible, and no later than 10 days from the receipt of the Request for Debriefing. (NOTE: The Board extends the courtesy of offering a briefing to any bidder who is not selected for funding; the 10-day time frame must be adhered to only if a bidder is considering an appeal.)
- Step2. Debriefing** -- The purpose of the debriefing is to promote the exchange of information, explain the proposal evaluation system, and help unsuccessful bidders understand why they were not selected. Debriefings serve an important educational function for new proposers, which hopefully, will help them to improve the quality of any future proposals. Materials provided in the debriefing include a blank copy of the proposal scoring sheet used by readers, spread sheet of rankings provided to the Board of Directors, and a summary of proposal scores. (Bidders who are selected for contract negotiations are offered similar feedback during contract negotiations.) Board staff will meet with the appealing party and review (a) the proposal evaluation process or the criteria for selection of sealed bids under RFPs or IFBs, and (b) how the appealing party's proposal or bid was scored or ranked. Bidders can gain a better understanding of the procurement process and how to improve their bids or proposals, while staff gets direct feedback to help improve future procurements.
- Step3. Written Notice of Appeal** -- If, after the debriefing, the appealing party wishes to continue with the appeals process they must submit to the Board a Notice of Appeal. This written notice must clearly state that it is an appeal and identify (a) the funding decision being appealed (i.e. specific date of RFP or IFB, or the Board action); (b) the name, address,

phone and fax number (if available) of the appealing party(ies); and (c) the grounds of the appeal. The Board President must receive the Notice of Appeal within 15 days of the date of the appealing party's debriefing, in Step 2, above. The Notice of Appeal must be emailed to procurement@wfsdallas.com and addressed to:

Laurie Bouillion Larrea, President
Dallas County Local Workforce Development Board, Inc.
Ross Tower
500 N. Akard Street, Suite 3030
Dallas, Texas 75201

Written acknowledgment of receipt of the Notice of Appeal will be provided to the appealing party within five (5) working days of receipt of the Notice of Appeal. Such acknowledgment will include specific instructions for completing the appeals process and the date, time and place of the next step, **The Informal Hearing**.

- Step4. Informal Hearing** – Due to COVID19, an **Informal Hearing** will be held virtually **within 10 days of receipt of the Notice of Appeal**. The Hearings Officer will meet with the appealing party to discuss their concerns and the specific grounds of the appeal. The Hearings Officer may recommend to the Board President any appropriate actions, allowable under applicable rules and regulations and consistent with agency procurement policies, to resolve issues raised at the Informal Hearing. If the appealing party agrees, the appeal may be ended at this point.
- Step5. Request for Formal Hearing** -- The appealing party, if not satisfied with the results of the Informal Hearing, must inform the Hearings Officer, in writing, no later than five (5) working days from the date of the Informal Hearing of the intent to proceed with the appeal. Within ten (10) days of receipt of this written request, the Hearings Officer will respond, in writing, to inform the appealing party of the time, date, and place of Step 6, the Formal Hearing.
- Step6. Formal Hearing** -- The Formal Hearing shall be conducted within fifteen (15) days of the date of the Request for Formal Hearing. An independent hearing officer will conduct the Formal Hearing of the appeal. This hearing officer will consider the facts presented as grounds for the appeal and remedies requested. The hearing officer and staff or the appealing party may request additional information. After full review, the hearing officer will, at the next Board meeting, make its recommendation to the Board for final determination.
- Step7. The Board Decision** -- The Board will render a decision no later than 60 days from the date of the Written Notice of Appeal. The Board decision shall be the final decision and end the appeals process at the local level.

In all instances, information regarding the protest/dispute will be disclosed to TWC. TWC Financial Manual for Grants and Contracts, Chapter 14, provides for limited appeals of any Board decisions:

"The Commission shall accept no protest or dispute appeal until all administrative remedies at the contractor level have been exhausted. Commission appeal review is limited to:

- ◆ Violations of federal law and regulations, and procurement standards established by federal regulations,
- ◆ Violations of State or local law shall be under the jurisdiction of State or local authorities, and
- ◆ Violations of Board's protest/dispute procedures or failure to review a protest or dispute shall be referred to such authority as may have proper jurisdiction."

PART 3.0 TECHNOLOGY MANAGEMENT SERVICES (COMPUTER NETWORK SYSTEM)

3.1 Bidders must describe how they will deliver technology management services for the computer network system indicated below.

To offer more detail for a potential bidder, WFSDallas' computer network system currently consists of:

- There are 878 desktop personal computers with Windows 10 and Microsoft Office 2016 Professional.
- In addition, there are 506 laptops (or similar) currently being utilized for remote work.
- Within the eight workforce centers, we have 57 printers and 35 copiers for both local/network printing.
- The network(s) are split and firewalled between private and public, with a Watchguard Firebox appliance for network management/protection.
- WFSDallas' equipment is refreshed at 36-42 month intervals as funds allow, with 1/3 of the equipment updated annually. Successful bidder(s) will be responsible for the equipment assigned to each center. Bidders must maintain close oversight of equipment and/or removed at each location.

In addition to services for the above computer network system and other equipment, we are requesting hosting services, backup and disaster recovery system services and other computer related services.

The description of the services, minimum performance standards, requirements, bidder experience and qualifications for the computer services are described below.

Services to Be Provided - The vendor (s) selected will be expected to provide the following computer services as assigned by the Board, which include, but not limited to:

- Review of current inventory of all data processing networks and related computer systems. And, provide updated network diagram for WFSDallas staff. In addition, an assessment of system architecture and equipment should be re-evaluated to ensure WFSDallas is minimizing expenses and maintaining an overall efficient data processing network and all related equipment.
- Ensure the efficient operation of data processing networks and related computer systems at the Workforce Board's Administration Office and Workforce Centers/other offices located throughout Dallas County. The vendor will be expected to respond to service requests efficiently and to ensure no significant computer down time during normal business hours, 8:00 AM to 5:00 PM, Monday through Friday.
- Desktop support, perform basic support functions, including the installation of PCs, laptops, mobile devices, printers, and software. The support should include the diagnosis and correction of desktop applications and equipment for all related issues or problems. The maintenance of desktop support can be handled by onsite visits, remote, and telephone support.
 - Scheduling of preventative maintenance for equipment at the board office and centers is properly performed.
 - Management of security of user login and credentials are documented within Active Directory or maintained separately.
 - Weekly patches/updates are managed and documented and subject for review.
- Evaluate existing WIFI access points and maintaining those or replacing, as needed.
- Management of networks and computer systems to include all applications, back-up devices, databases, fire walls, messaging systems, patch panel, routers, servers, switches, and associated hardware, software, communications, operating systems necessary for performance, security, reliability, and recoverability of the network and systems. Maintenance of network will be performed daily, weekly, and monthly as needed. In addition, a quarterly report will be provided to WFSDallas staff for review of overall condition of network and patches/upgrades performed (including penetration test results).

- Perform an information security risk and vulnerability assessment including penetration testing by local testing (onsite) and remote. (Frequency to be defined in the contract).
- Evaluate and assess risk with the use of “cloud” technologies including software as a service, platform as a service and infrastructure as a service to ensure business operations are capable of delivering programs and services efficiently and effectively within acceptable tolerances mitigating potential negative outcomes. (Frequency to be defined in the contract).
- Maintain an enterprise information security architecture aligned with Federal and State privacy requirements.
- Ensure baseline configurations and inventories of information systems (including hardware, software, firmware, and documentation) are established and maintained throughout the respective system development life cycles.
- Ensure responsiveness to change management (process will include the analysis of potential security impacts to the information system as a result of the change).
- Develop and maintain contingency planning (emergency response, back-up operations and post-incident occurrence recovery).
- Ensure system configuration hardening and patch management
- Setup and maintain LANs in any new Centers that may come on line.
- Setup and maintain network and local printers.
- Set up protocol in network computers to facilitate printing through copiers.
- Provide the Board with a report on any new technology and techniques that might benefit the Board through cost reduction or improved efficiency.
- Setup, configure, and maintain routers (Cisco) connected to the Texas Workforce Commission (TWC) LANs and mainframes in Austin, Texas, as well as routers connected to frame relay telephone lines in the Centers.
- Upgrade local area network versions as needed.
- Set up computers/laptops and printers for job fairs/special events ensuring security protocol is followed.
- Provide cabling services as needed.
- Host WFSDallas email accounts which include anti-spam. Implement a solution or service that filters and/or blocks any email item, inbound or outbound, which is determined to place the board, its systems and/or networks at an unacceptable level of risk.
- Host and maintain purchased domain names, as needed.
- Ensure internet content filtering (bandwidth preservation, and inappropriate content). Selected vendor will report to WFSDallas network usage to ensure work-related usage.
- Host and maintain website – the service will entail, but not limited to, review of current website and offer updates on an as-needed basis. Some items may be time-sensitive requiring expeditious response from the selected vendor.

- Backup and Disaster Recovery System – the process and service will entail ensuring successful daily backup of the computer network system and timely restoring of including, but not limited to, operating system, software and data in the event of hardware failure. Implement a solution designed to detect and prevent potential data breach incidents.
- Assist in the development of required policies – selected vendor will work with WFSDallas staff to ensure sufficient policies are in place.

Minimum Performance Standards for Effective Continuity of Operations – The following are minimum performance standards required by the Board:

a. Desktop Services & Hardware Break Fix Restore Time-PCs and Peripherals.

- To resolve desktop services and hardware break fix problems (on-site repair/replacement of equipment) within two business days for 95% of calls. All High Priority Problems must be resolved within 2 business days.

b. Desktop Services & Hardware Break Fix Restore Time- Printers

- To resolve printer services and hardware break fix problems (on-site repair/replacement of equipment) within five business days for 95% of calls.

c. Desktop Services & Hardware Break Fix Restore Time – Laptops

- To restore laptop services and hardware break fix problems (repair/replacement of equipment) within five business days for 95% of calls.

d. Moves, Adds, and Changes (MAC)

- For 4 or fewer units, within 5 business days from receipt of written notice, or the agreed upon date(s).
- For 5 or more units at a single location (special project), the agreed upon date(s).

e. Installation of New Equipment

- For 4 or fewer units, within 5 business days from receipt of written notice.
- For 5 or more units at a single location (special project), the agreed upon date(s).

Additional Requirements – In addition to the above, the vendors will be required to provide the following:

- Completed work order forms with monthly billing. A work order form must include information on diagnoses of problem and solution.
- A project manager with telephone number, fax number, e-mail address and point of contact to assist WFSDallas team in establishing work orders. **An emergency telephone number must be provided for 24-hour access.**

Bidder Experience and Qualifications – WFSDallas establishes the following minimum requirements for any potential provider of technology management services:

- 1) Must have ten (10) years general experience in local area networks (LAN) and wide area networks (WAN).
- 2) Experience with cabling and all associated components, i.e. hubs, switches, and nics, etc.
- 3) Must be a Certified Novell Engineer (CNE) for v5.x through 6.x (**copy of Certificates must accompany proposal response**).
- 4) At least eight (8) years experience in networking environments setting up and maintaining all aspects of Microsoft Networks.
- 5) At least five (5) years experience as a Master CNE. Certificate must be current.
- 6) Must be Microsoft Certified – MCSE (**copy of Certificate must accompany proposals response**).
- 7) In depth knowledge of Microsoft Windows 2010 and later Microsoft Windows versions
- 8) Working knowledge of Microsoft Office Software
- 9) In depth knowledge of Windows Server required
- 10) Must have a working knowledge of telephony.
- 11) Frame Relay Lines
- 12) DSL Lines
- 13) ISDN Lines
- 14) T-1 Lines
- 15) Must have working knowledge of Cisco Routers and wide area components, e.g. CSU/DSU.
- 16) Must have experience setting up and maintaining remote access systems.
- 17) Must have in-depth knowledge of automated tape backup systems, i.e., changers and software.
- 18) Must possess excellent system documentation skills and be able to submit visio-type charts illustrating the systems.
- 19) Must be familiar with State and Federal government protocols.
- 20) Must maintain a level of professionalism when engaging staff onsite. All work is to be completed in a prompt and businesslike manner, as outlined in the scope of work.
- 21) No work is to be performed outside of the scope of work or modification in the scope of work without prior approval from the WFSDallas point of contact.
- 22) Scope of work must include weekly routine IT Health Checks, including but not limited to network and internet speed checks, network connectivity checks including wireless, printer connectivity, and any other system performance diagnostics. The results of these IT Health Checks must be presented in writing to the point of contact on a weekly basis.

Bidder Experience and Qualifications – WFSDallas establishes the following minimum requirements for any potential provider of printer services.

- a. Must have at least five (5) years' experience troubleshooting and making repairs to printers connected to stand alone desktop computers and/or computer network system.
- b. Must be an authorized service provider and warranty center for Hewlett Packard printers, including lasers and inkjets, currently utilized in the service locations. If different printer types and/or brands are purchased, WFSDallas will coordinate with the selected vendor.

3.2 **Service Locations for Technology Management Services:**

- **Workforce Solutions Greater Dallas**, Ross Tower, 500 N. Akard Street, Suite 3030, Dallas, Texas 75201
- **Garland Workforce Center**, 217 N. Tenth Street, Garland, Texas 75040
- **Grand Prairie Workforce Center**, 801 South State Highway 161, Suite 500, Grand Prairie, Texas 75051
- **Irving Workforce Center**, 2520 W. Irving Blvd., Suite 100, Irving, Texas 75061
- **Preston at Alpha Workforce Center**, 5955 Alpha Road, Suite 200 Dallas, Texas 75240
- **Redbird Workforce Center**, 3560 W. Camp Wisdom Road, Suite 110, Dallas, Texas 75237
- **Opportunity Workforce Center**, 1610 S. Malcolm X Blvd., Suite 201 Dallas, Texas 75226
- **Pleasant Grove Workforce Center**, 1125 S. Buckner Blvd., Dallas, Texas 75217.

- **Greenville Workforce Center**, 6500 Greenville Ave., Suite 250, Dallas, Texas 75223

WFSDallas may add additional locations during the contract. We will work with the selected vendor for the new locations.

PART 4.0 INFORMATION FOR CONSIDERATION

The bidder to the RFP should include the following information for submission:

A. Proposal Cover Sheet (Attachment A)

All items on the Proposal Cover Sheet must be completed. Identify a liaison or primary contact person, as well as the Signatory Authority - a person with the legal authority to negotiate and sign a contract on behalf of the proposing entity. (This is also the person who must sign the required certification forms provided in the RFP.)

B. Proposal Narrative (Attachment B)

- Describe your organization's (length of time in business) and record of providing services similar to those requested. In addition, bidder must provide qualifications and experience of staff who will be involved in providing services to the WFSDallas. Please attach individual resumes/other credentials, including any copies of certificates.
- Describe proposed services as indicated in Part 3.0, outlined on pages 9-11, to include bulleted items. In addition, please provide minimum of three customer references that have used your services similar to those requested in the RFP. These should be active customers within the past two years. The following information is requested on references:
 1. Name, address, phone number of company/agency that services were provided to
 2. Date(s) of contract period
 3. Description of services performed
 4. Name of contact person who can verify the information

C. Cost for Services (Attachment C)

WFSDallas is seeking services at the most competitive cost available, provided that the bidder can comply with all the limitations specified in this Request for Proposals. Please complete the Pricing Sheet (Attachment C), providing, but not limited to, rates and/or cost for services.

D. Certification of Bidder (Attachment D) – Please review Assurances and Certifications at: <https://www.wfsdallas.com/doing-business>

E. Certification Regarding Debarment (Attachment E) – Please complete according to the instructions that have been provided with the Certification in the RFP attachments.

F. Certification Regarding Conflict of Interest (Attachment F) – Self Explanatory

G. Texas Corporate Franchise Tax Certification (Attachment G) – Self Explanatory

H. Non-Discrimination (Attachment H)

Please include a statement describing your organization's commitment to providing quality customer services and non-discrimination in regard to hiring and employment opportunities as well as services to customers. If there are written policies in place regarding non-discrimination, you may attach a copy. Please note that whichever documentation you have available should be submitted as Attachment H.

I. Insurance (Attachment I)

Please include documentation to indicate that bidder have general liability or bonding coverage.

PART 5.0 ORDER OF PROPOSAL SUBMISSION

The following attachments are required:

- A. Proposal Cover Sheet (Attachment A)
- B. Narrative (Attachment B) to include, but are not limited, to the following:
 - 1. Organization's capability, including history, qualifications, and experience with services (see page 12)
 - 2. Description of proposed services (described in Part 3.0)
- C. Costs for Services: Pricing Sheet (Attachment C)
- D. Certification of Bidder (Attachment D)
- E. Certification Regarding Debarment (Attachment E)
- F. Certification Regarding Conflict of Interest (Attachment F)
- G. Texas Corporate Franchise Tax Certification (Attachment G)
- H. Non-Discrimination Statement/Policy (Attachment H)
- I. Insurance - (general liability or bonding coverage) Attachment I