

Request for Proposals

Information Technology Services

Release date: May 12, 2022



The Northeast Indiana Works board (NEINW) is a 501(c)(3) non-profit organization. NEINW is responsible for the oversight and management of Northeast Indiana's eleven county workforce system and WorkOne Career centers. The eleven counties include Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells, and Whitley. NEINW operates WorkOne career centers in each county and is responsible for ensuring the quality and efficiency of workforce development services that are provided to both job seeker and employer customers.

NEINW is seeking a company to provide information technology support to our eleven WorkOne career centers and to the business management office located at 200 E. Main Street, Fort Wayne, Indiana as well. Companies interested will be providing assistance to NEINW's information technology (IT) department in managing the WorkOne IT Infrastructure and will be directed by the NEINW IT Director when it comes to the assignment of daily tasks and projects.

Network Management & Support: The selected Network Provider will be providing the following services to support NEINW/WorkOne IT Infrastructure in a regular basis. The services include, but not limited to:

1. Proactive Server Management and Monitoring (service provider)

- Software agent based 24/7/365 server monitoring
- Service desk (automatic/proactive management of incidents)
- Preventive maintenance & security-Windows updates
- Automated hardware & software optimization (disk defrag, clear temp files, etc.)
- Installation, configuration, and management of server software
- Adds/moves/changes to server domain users
- Active/retired asset audit and reporting
- Server systems documentation and performance reporting
- Malware & anti-virus software protection monitoring and management
- Server license management
- Automated weekly and monthly stems status and performance reporting. Reports can be sent to the director of technology
- Setup, configuration and troubleshooting of Windows servers and active directory
- Conduct network analysis & security
- Support VMware and virtual servers
- Manage and conduct ongoing data backups and data restoration testing and provide. monthly backup reports
- Ability to install & configure new servers (billed separately-project based)

2. Proactive Network & Firewall Management and Monitoring (service provider)

- Setup, configuration, monitoring and troubleshooting of Meraki firewalls
- Review of firewall security protocols and VPN access
- Firewall configuration changes and updates
- Configuration of secured VPN access for remote users and to outside systems as needed
- Segregation of networks and systems as required for enhanced security
- Ensuring appropriate security protocols and access methods for all wireless access points
- Configuration and implementation of Intrusion Prevention System and Web filtering on Meraki firewall
- Configuration and maintenance of network switches and other network infrastructure

3. Proactive Environment Management and Administration

- Bi-Weekly Technology Management Meetings
- License compliance monitoring and license management
- Comprehensive Disaster Recovery Plan

4. Workstation/Laptop Management:

NOTE: Workstations/laptops managed by NEINW's local IT staff, but service provider may be asked to provide additional support as needed (up to approximately 6 hours per month) with the following tasks:

- Desktop and laptop computer support (remote/onsite support as needed)
- Staging and preparation of desktop and laptop computers as needed
- Installation & troubleshooting of equipment and associated software

Availability

- Business hours are Monday through Friday, 8:00 a.m.-5:00 p.m.
- Two hour minimum response time is expected during business hours.
- Four hour minimum response time is expected during off-hours.
- Assistance may be needed after business hours for emergency situations as needed.
Example: Alerted of a server failure on a Saturday evening.

Pricing should be detailed and include the following:

- Network Management and Support: Flat monthly rate for bullets 1, 2 and 3 referenced above
- Workstation/Laptop Management: Bullet 4 referenced above
- Computer Support Rate: (onsite and remote support)
 - During business hours
 - After business hours
- Service Call: Flat rate that covers travel to all NEINW/WorkOne locations
- Standard server migration average cost

Overview of Current Environment:

- **Number of NEINW users**

There are approximately 100 users being filtered by Proofpoint.

- Business Management office: Approximately 15 users
- Main sites: Approximately 25 users per site.
- Affiliate sites: Approximately 3 users per site

- **NEINW locations**

There are a total of 12 locations. A list of WorkOne Northeast career center current locations and hours of operation can be found on the NEINW.org website

<https://neinworks.org/workone-locations/>

- Business Management office: 200 E. Main Street, Suite 910, Fort Wayne
- Three main sites: Allen, DeKalb and Grant counties
- Eight affiliate sites: Adams, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties

- **Status of current hardware and software**

PC/Server hardware is supposed to be rotated out every 5 years, but some servers over 5 years old. Switches vary, with some switches around a year old, and other switches up to 5 years old. Workstations and laptops use Windows 10 Pro.

- **Number of servers and firewalls**

Device Type	# of Devices	Manufacturer
Terminal server	1	Dell
Office 365		
Domain controller server & backup	3	Dell
Data server	1	Dell
Internal backup server	2	Dell
External backup server	2	Dell
Financial servers	2	Dell
Inventory server-virtual	1	
Meraki firewall	13	Cisco

NOTE: The following changes will take effect in 2022:

- Financial servers will be reduced to zero instead of two

Requested Company Information

- Give a brief overview of your agency and a one- to two-sentence description of why you are interested in working with NEINW.
- Summarize company qualifications and capabilities.
- Provide three examples of successful outcomes in working with clients.
- Provide a description of how your company differentiates itself from competitors.
- Qualifications including a bio(s) of the individual(s) who will be doing the work.
- Listing of experience in supporting, developing and implementing similar projects.
- Address of company's closest location.
- Three references.
- Price quote which should be detailed to include onsite support, remote support, support during regular business hours, off-hours support, and travel fees/trip charges. Include your DUNS number.

Proposal Submission and Timeline

- RFP issued – May 12, 2022
- Questions submitted by – May 19, 2022 by noon
- Submissions due – June 7, 2022
- Agency notification – week of June 13, 2022
- Contract start date – July 1, 2022

Questions related to this RFP will only be accepted in writing when submitted to operations@neinworks.org. Questions with corresponding answers will be emailed to the requester and posted on our website by May 24, 2022.

Proposals should be emailed to operations@neinworks.org no later than June 7, 2022. Proposals received after this date may not be reviewed.

Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and Investigated by Northeast Indiana Works. Bidders wishing to make a formal appeal must provide, in writing, their specific rationale for the appeal. All written appeals must be submitted to Edmond O'Neal, President & CEO of Northeast Indiana Works, via email to EONeal@NEINWorks.org.

Unless specifically requested by Northeast Indiana Works, changes and/or amendments to the originally submitted proposal may not be considered. In addition, Northeast Indiana Works reserves the right to: (1) amend or withdraw this RFP at any time, (2) reject any and all proposals, and (3) re-issue this RFP if necessary.

Proposals will be reviewed against criteria reflecting price, experience, qualifications and references. A contract will be awarded commencing on July 1, 2022 for one year with four possible one year extensions.