



WORKFORCE DEVELOPMENT BOARD
OF SOLANO COUNTY

REQUEST FOR QUOTES
From Qualified Managed IT Systems Vendors

QUOTES DUE BY

Friday, March 31, 2023, at 4:00 p.m. PT

PURPOSE OF THE REQUEST FOR QUOTE

The Workforce Development Board (WDB) of Solano County is seeking quotes from qualified Managed IT Vendors (herein referred to as VENDOR) that can provide management and maintenance support for the WDB network infrastructure, hardware and software.

INTRODUCTION

The WDB is a 501(c)(3) nonprofit organization that works to build and sustain a skilled workforce, support a vibrant economy, and create a shared prosperity for the community of Solano County. The WDB oversees federally-funded workforce services through the Workforce Innovation and Opportunity Act (WIOA) on behalf of Solano County, as well as other special projects. 40 staff members provide tailored job search services, job preparation, training, and placement services to job seekers, as well as work with local businesses to support both business-specific talent development efforts and industry-wide initiatives.

The WDB's network includes equipment and software at the North County office located in Fairfield and South County office in Vallejo. Connectivity between the two sites is done via site-to-site VPN with Cisco Meraki routers. Internet access is provided via AT&T with access bandwidth at 100 Mbps. The network is segmented for private access for staff and public access for customers.

SERVICE AGREEMENT

The term of the service agreement is twelve (12) months. Based on the performance of the selected VENDOR, the WDB may renew the service agreement for up to two (2) additional years for a total service agreement term of three (3) years.

CORE SYSTEMS

The equipment and software described below is used to support staff, contractors, associates and customers. Network resources are divided to provide both private access for staff only and public access for job seekers and businesses.

A. Fairfield, North County, Office at 500 Chadbourne Road

The Fairfield Office is the hub of the WDB Network. This office houses the equipment that supports staff and customers. Equipment and Software accessible at this site include the following:

• Infrastructure

Software

- i. Microsoft Office 365 providing email services for staff (currently with 48 mailboxes)
- ii. Dropbox Business – Standard for all staff file and document storage and sharing
- iii. Cisco Advanced Malware Protection for Endpoints
- iv. Cisco Cloud Email Security

Equipment

- v. HP Proliant Server used for authenticating staff for shared printing resources
- vi. Wi-Fi access via Aruba wireless access points (installed and maintained by the building landlord)
- vii. Cisco network infrastructure for connectivity (routers and switches)

- Desktop Computers
 - i. Computer Lab with 11 HP computers of varying generations running Windows 10 and Microsoft Office 2010
 - ii. Workshop Room with 6 HP computers of varying generations running Windows 10 and Microsoft Office 2010
 - iii. 12 public access HP computers of varying generations running Windows 10 and Microsoft Office 2010
 - iv. 19 staff HP and Dell computers of varying generations running Windows 10 and Microsoft Office 365. Dropbox for Business is used to store and share data.
- Laptops
 - i. 16 staff HP ProBooks, running Windows 10 and Microsoft Office 365. Network resources are accessed via docking stations.
 - ii. 28 HP laptops of varying generations running Windows 10 and Microsoft Office 2010. These are used by partner, customers, and staff on a check-in / check-out basis. Network resources are accessed via Wi-Fi.
- Applications and Support
 - i. Windows 10 and Microsoft Office 2010 (public access) and Office 365 (staff)
 - ii. Dropbox for Businesses
 - iii. Zoom text on 2 designated desktop computers
 - iv. MIP Fund Accounting software (under contract with vendor support)
 - v. Cisco Advance Malware Protection for Endpoints
 - vi. Cisco Email Security (Spam filtering, Email virus and malware protection)
- Printers
 - i. Printing services are provided to customers, partners and staff through a series of networked and directly connected HP and Brother printers of varying generations.
 - ii. There are approximately 40 LaserJet printers
 - iii. There is 1 networked HP Color LaserJet printer shared by staff

B. Vallejo, South County, Office at 1440 Marin Street

NOTE: This building is the property of the Employment Development Department (EDD). The WDB shares the facility with EDD. EDD has its own network support.

The Vallejo Office houses one server. It is currently used for the authentication of system users. Equipment and Software at this site include the following:

- Infrastructure
 - i. A HP Proliant Server for authenticating users
 - ii. Wi-Fi access via a Ubiquiti UniFi wireless access point system (scheduled to be upgraded)
- Desktop Computers
 - i. Computer Lab with 17 HP computers of varying generations running Windows 10 and Microsoft Office 2010
 - ii. 8 public access HP computers of varying generations running Windows 10 and Microsoft Office 2010
 - iii. 5 staff HP and Dell computers of varying generations running Windows 10 and Microsoft Office 365. Dropbox for Business is used to store and share data.
- Laptops
 - i. 20 HP ProBooks, running Windows 10 and Microsoft Office 2010. Network resources are accessed via Wi-Fi. Laptops are used primarily by customers.
 - ii. 1 HP laptop which is used by staff and partners on a check-in / check-out basis.

- Applications
 - i. Windows 10 and Microsoft Office 2010 (public access) and Office 365 (staff)
 - ii. Dropbox for Businesses
 - iii. Zoom text on 2 designated desktop computer for persons with disabilities
- Printers
 - i. Printing services are provided to customers, partners and staff through a series of networked and directly connected HP and Brother printers of varying generations.
 - ii. There are approximately 10 LaserJet printers
 - iii. There is 1 networked HP Color LaserJet printer shared by staff

SPECIFICATIONS OF SERVICES TO BE PERFORMED (FAIRFIELD AND VALLEJO SITES)

- Maintain cloud-based services
- Maintain Network Security, Firewall and Content Filtering Systems
- Perform router management
- Maintain virus detection, protection and removal products
- Perform software updates as needed
- Perform Hardware and Software troubleshooting
- Perform data recovery if needed
- Provide Help Desk Support
- Schedule on-site visits as needed (to be determined by the WDB and Contractor)
- Make recommendations about planning for efficiency and maintaining current with industry standard products
- Provide vendor-documented instruction ,as needed, to use in to perform select functions (examples: creating a new user account to log onto the network, creating a new email account, disabling an email account)
- Make disaster recovery planning recommendations
- Provide a monthly report on work accomplished, work in progress and work to be done

COVERAGE

Any work associated with this RFQ that needs to be done on-site, at either location, by the VENDOR will be scheduled to be performed by the WDB. All work must be conducted in a manner not to disrupt normal business operations.

QUOTES

Quotes should concisely respond to this RFQ and include:

1. Standard fees (monthly flat-rate preferred)
2. Rate / fee for "specialized tasks" outside of the services to be performed (ex: operating system upgrade, wi-fi installation)

Discussions with prospective VENDOR may or may not be required to clarify portions of the quote. The WDB reserves the right to negotiate with the selected VENDOR on deliverables, scheduling, and fee / rate elements. The WDB shall not be obligated to accept the lowest quote submitted but shall make awards in the best interest of the organization.

TIMELINE

<u>Event</u>	<u>Dates</u>
Quotes Due	March 31, 2023 by 4:00pm PST
Anticipated Award Announcement	April, 14, 2023
Intended Contract Start Date	July 1, 2023

QUOTE SUBMISSION REQUIREMENTS

Quotes are due no later than Friday, March 31, 2023, at 4:00 PST via email. Documents must be in Word, Excel or PDF format.

PLEASE COMPLETE ALL LISTED ATTACHMENTS. OMISSIONS WILL BE DEEMED NON-RESPONSIVE TO THE REQUIREMENTS OF THIS REQUEST.

Attachments:

- A. Vendor Experience Form**
- B. Project Rate Schedule**
- C. Reference Form**
- D. Mode of Delivery for Network Administration**

ADDITIONAL INFORMATION

- The WDB is currently outsourcing its IT support through a contracted vendor.
- The WDB owns the network system and will maintain full access to it. This means the WDB will have a record of/ access to all current log-on / username and password information. Any changes to system access must be provided to the WDB.
- The WDB has a VOIP phone system that is supported by another vendor.
- Only industry standard hardware and software products are acceptable for use with WDB systems.
- The vendor will not be responsible for maintenance of the WDB's printers. The vendor will be required to provide support with printer connectivity to the WDB network.
- This agreement covers labor only. All hardware / software purchases are typically made by the WDB.

CONFIDENTIALITY

The successful VENDOR will be required to adhere to and sign the WDB's Confidentiality agreement.

BUSINESS OWNERSHIP

Changes in ownership are required to be disclosed to the WDB within ten (10) working days.

FEE AND METHOD OF PAYMENT

The WDB will pay the VENDOR based on tasks set forth in the agreement. Payments will be made no more frequently than at monthly intervals. Payment will only be made on submitted claims describing work completed prior to the close of the billing period and approved as to content. Payment for work completed can be expected within 30 days of invoice receipt and verification of work performed.

Payments will be partially made with federal dollars; therefore, all respondents will be required to certify that they are not debarred from doing business with the federal government and are not in default on any obligations due to the federal or state government before a contract is issued.

TERMINATION

The service agreement may be terminated by the WDB or VENDOR, at any time with or without cause, upon thirty (30) days written notice from one to another. The WDB may terminate the service agreement immediately upon notice of the VENDOR's malfeasance. Following termination, the WDB will reimburse the VENDOR for all expenditures made in good faith that are unpaid at the time of termination not to exceed the maximum amount payable under this agreement unless the VENDOR is in default under this agreement.

TECHNICAL ASSISTANCE

If you have any RFQ questions, you may contact Tracy White, One-Stop Senior Manager at 707-863-3520 or email at twhite@solanowdb.org

Staff will also respond to questions verbally and follow-up with written responses. All questions and answers provided at will be made publicly available and posted to the WDB website: www.solanoemployment.org/opportunities.

EMAIL YOUR RESPONSE TO

Tracy White at twhite@solanowdb.org