



SPOKANE WORKFORCE COUNCIL

Next Generation Zone Managed IT Service Request for Bids

Project Overview

The [Spokane Workforce Council](#) (SWC) is seeking Managed IT services for our young adult career center, Next Generation Zone. The center consists of approximately 20 staff, three computer labs, and several servers.

Project Background

The SWC is responsible for overseeing the Next Generation Zone which is a proud partner of the nationwide American Job Center Network, and provides a full range of assistance to young adult job seekers, following federal guidelines set forth in the [Workforce Innovation and Opportunities Act of 2014 \(WIOA\)](#). The Next Generation Zone is currently receiving all IT services from a managed IT services company. We are looking to enter in to a five (5) year contract with an annual review and any pricing adjustments built in to the proposal.

Scope of Work

Managed IT Services

We are seeking Managed IT services for our young adult career center, Next Generation Zone. The center consists of approximately 18 staff, three computer labs, and several servers. We are seeking comprehensive support that includes 24x7 monitoring, firewall protection, cybersecurity, the ability to submit help tickets, backup, setting up/installing new devices, and ant-virus protection. Other features may be necessary and included.

Purchasing and Consulting

Occasionally, we need assistance purchasing new technology for our organization. We would like to work with a company who has the expertise to advise/consult on technology purchases and IT budget planning for non-profits. In your proposal, please highlight your company's process for hardware lifecycle planning and budgeting for future purchases.

Timeline

RFB issued:	March 25, 2021
Proposal due:	April 13, 2021
Review Period:	April 14, 2021– April 21, 2021
Award Notification:	April 21, 2021
Start of Contract for winning bidder:	May 1, 2021

Proposal Contents

In no more than ten pages, please respond to the following:

- A. Describe your company and experience in providing comprehensive IT services.
- B. Describe your experience setting up/installing new devices and anti-virus protections.
- C. Describe your experience working with a help ticket system.
- D. Describe your availability and capacity to handle 24x7 monitoring.
- E. What is your plan for monitoring cybersecurity for the Next Generation Zone's entire network?

- F. Please describe your process for advising us when new hardware, technology, or server upgrades are needed, and how you will help as plan and budget for future purchases.
- G. Please review the attachment: "Data Privacy and Security Requirements for IT Systems", and provide an assurance that your organization can follow the procedures and policies outlined in this document.
- H. Address the following Racial Equity and Equal Opportunity questions:
 - a. Is your business classified as a Minority and Women Business Enterprise (MWBE)?
 - b. Please describe your company's policies related to racial equity.
 - c. Please describe your company's commitment to ensuring equal opportunity for its workforce.
- I. Please outline your proposed costs.
- J. Is there anything else you would like us to know?

The SWC has not established a fixed cost for this contract, and therefore is accepting quotes. Quotes will be scored based on cost, experience, and complete responses to the above-listed questions.

Application Process

All documents must be submitted electronically by close of business on April 13, 2021. Firms that have been debarred, suspended or otherwise excluded from federal procurement will not be considered. Please send completed materials to admin@spokaneworkforce.org.

Bidders may contact SWC staff by email with questions, which are considered public information and will be posted in their entirety on the SWC website with answers within two (2) business days. Questions will be accepted by e-mail only, and only until April 9, 2021. Questions submitted using alternative formats or after the deadline will not be answered. All questions should be submitted to admin@spokaneworkforce.org.

Quotes Evaluation and Selection

All proposals will be reviewed for completeness in addressing all aspects of this Request for Bids. Proposals will also be graded on demonstration of ability to fulfill all aspects of the Scope of Work. Total cost and demonstrated efficiencies of training will also be considered in the evaluation process.

Disputes

Should any doubt or difference of opinion arise between the SWC and a bidder as to the items to be furnished hereunder or the interpretation of the provisions of this RFB, the decision of the SWC shall be final and binding upon all parties.

Public Records

All bid materials submitted become the property of the SWC and are public record unless otherwise specified.

Rights in Property/Data

Unless otherwise provided, data and materials which originate from the agreement between the SWC and the selected company shall be "works for hire" as defined by the U.S. Copyright Act of 1976 and shall be owned by the SWC. This shall include, but not be limited to, reports, documents, pamphlets, advertisements, books, magazines, surveys, studies, graphics, computer programs, films, tapes, and/or sound reproductions. Ownership includes the right to copyright, patent, register, and the ability to transfer these rights.

The Spokane Workforce Council is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711.