

Request for Quotes

for the term of

March 1, 2022 – March 1, 2023

for

Managed IT Services

in

Pittsburgh/Allegheny County

Task	Due Date
RFQ Release	December 28, 2021
Respondent Notice of Intent	January 7, 2022
Questions due to P4W	January 14, 2022
P4W Answers due to Respondents	January 21, 2022
RFQ Proposals Due	January 31, 2022
Post-Submission Interviews	February 1 – 11, 2022
Award Selection	February 11, 2022
Anticipated Contract Start Date	March 1, 2022
Onboarding to Begin	March, 2022

Partner4Work
650 Smithfield Street, Suite 2400
Pittsburgh, PA 15222

RFQ Release Date:

December 28, 2021

Partner4Work (TRWIB, Inc.) is an equal opportunity employer.

Auxiliary aids and services are available upon request to persons with disabilities.

PARTNER WORK

Who We Are

P4W (formerly Three Rivers Workforce Investment Board) is the workforce development organization that connects funding, expertise, and opportunities to develop a thriving workforce in the Pittsburgh area. We partner with businesses to source and train the talent needed to grow the region's economy. We partner with job seekers to break down barriers and open doors to opportunities for careers in growing industries. And we partner with agencies to make an impact in communities, to reach people where they are, and set them on the path for a promising future.

Purpose/Scope of RFQ

P4W has issued this RFQ to identify a qualified entity capable of providing a comprehensive range of managed IT services (for P4W) to better meet the IT needs of its changing workforce environment and evolving business objectives.

The services sought through this RFQ are intended to fully support P4W in both its day-to-day technical operations as well as from a high level "Virtual CIO" decision-making perspective. Currently, P4W manages its own IT services in-house, but due to continued organizational growth as well as the developing, nationwide trend of workforce turnover, it now seeks to shift this responsibility over to a third party. Such a transition aims to improve organizational efficiency and reduced risk. For example, P4W seeks a vendor capable of managing and timely resolving both remote and in-person day-to-day user issues, as well as the guidance, facilitation and oversight of risk-reducing policies, processes & procedures such as penetration testing and disaster recovery, as recommended.

P4W currently manages its IT services in-house, with support on an as-needed basis from a retained IT consultant who previously served full-time with P4W as an IT Specialist through November 2021. The selected bidder will be expected to coordinate with both to provide planning and support in support of the transition.

As a nonprofit organization, P4W seeks a vendor capable of providing comprehensive management of its IT services at a predictable, consistent cost. However, flexibility in billing methods to allow for adaptation to P4W's current and future needs is of equal importance, whether that be billing by fixed rate, block hours, or a hybrid approach.

The following services are priority items for P4W:

- Employee security awareness training
- Unlimited live helpdesk support
- Human Resources onboarding (as it relates to IT services and equipment)
- Onsite and offsite support
- Network and endpoint monitoring and reporting
- Network support (including switches, routers, and wireless access points)

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- Network security
- Incident response
- Patch management
- Disaster Recover / Business Continuity
- Penetration Testing & Remediation
- Support for Office 365 Products
- Support for Google Suite
- Anti-Virus updates and remediation
- Malware updates and remediation
- Mobile device management
- Audiovisual technology support
- Telephony support
- Technology equipment inventory support
- Long term technology strategic planning
- Software licensing control – oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- Consult with P4W leadership to review existing policies and procedures and identify improvement strategies to identify areas in need of improvement and outline strategies.

Relevant information regarding P4W's existing IT configuration, for the purposes of this RFQ is as follows:

- **Number of Employees:** +/- 50 users working in a hybrid in-office / remote approach
- **Email & Calendar:** G Suite
- **Backup:** Google Cloud
- **Business Tools:** G Suite & Office 365 Apps
- **Server Count:** 1
- **Server Location:** Pittsburgh, PA
- **Primary Server Use:** Active Directory & Print
- **Cloud:** Google
- **Server Backup:** Datto Device
- **Cloud Backup:** Spanning
- **RMM:** Solar Winds
- **Firewall:** SonicWall

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Mandatory Written Notice of Intent

Respondents interested in participating in this RFQ must provide written notice of their intent to participate, via email to rfp@partner4work.org by January 7, 2022. Due to the sensitive nature of P4W's technical security and network infrastructure, questions and answers stemming from this RFQ will NOT be posted publicly, but rather, shared directly via email with those who have expressed their intention to participate.

Information Requirements & How to Submit a Bid/Quote:

Respondents should complete all sections of the RFQ. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFQ that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of "to be provided upon request" or "to be determined" or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable.

Quotes must be received by email at RFP@partner4work.org no later than **Monday, January 31, 2022. Late submissions will NOT be considered.**

NO EXCEPTIONS

THE EXACT DATE AND TIME A SUBMISSION SHALL BE DEEMED "RECEIVED" WILL BE DETERMINED IN STRICT ACCORDANCE WITH THE TIMESTAMP INDICATED UPON RECEIPT AT RFP@PARTNER4WORK.ORG!

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Proposed quotes should contain as much of the following relevant information:

1. Cover Sheet

- a. Use template provided, attaching:
 - i. certificate of insurance;
 - ii. W-9;
 - iii. dUNS number; and
 - iv. a copy of the organization's most recent financial audit (if applicable).

2. Executive Summary (max 1 page)

- a. Qualifications:
 - i. Include an overview of your qualifications, the number of years you have successfully provided managed IT services, the type of services provided and examples of your relationships with relevant organizations in Allegheny County.
- b. Industry Expertise:
 - i. Describe the expert industry network you bring to the table, including industries and organizations represented, time in industry, relevant experience in the nonprofit sector, and business connections.

3. Corporate Information

- a. Provide a brief overview of your organization's involvement in providing IT services in the marketplace.
- b. How long has the organization been in business?
- c. In what cities do you maintain offices?
- d. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
- e. How many are full-time vs. contractual?
- f. Who are your primary technology partners?
 - i. Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
- g. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to P4W?
- h. Will you subcontract any components of your proposed solution to third party organizations?
 - i. If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firms/individuals as well as a summary of past work that you have successfully completed together.
- i. Please describe your organization's experience in transitioning clients between G-Suite and Office 365.
- j. Please provide details of three current customer accounts that are similar in scope and requirements to those of P4W.

4. Proposed Approach & Solution

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- a. Please provide a proposed work plan for onboarding P4W, including but not limited to the following information:
 - i. Key activities
 - ii. Timing
 - iii. Information / resource requirements from P4W
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
- b. If we elect to move forward with your organization, what P4W resources would you require (e.g., information, data, staff resources, communication) during migration and on a daily ongoing basis?
- c. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.
- d. Please describe your experiencing in providing the following value-added services:
 - i. Remote backup
 - ii. Technology strategy planning
 - iii. Network and email system monitoring
 - iv. Procurement management
 - v. Warranty, break fixes and installation
 - vi. Technical support, including remote user support
 - vii. Reporting and Executive dashboards
 - viii. IT policy review and development
 - ix. Implementation planning and guidance
 - x. PC Imaging and deployment
 - xi. On-site implementation of business applications
 - xii. Asset inventory management
 - xiii. Life cycle management of hardware units
 - xiv. Software licensing control
 - xv. Email and Calendar Migrations from G-Suite to Office365
- e. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
- f. Provide specific examples of how you have worked with customers to transform them into organizations with well-planned and executed technology strategies, policies, and procedures. What were the critical success factors in this transformation?

5. Technical Support

- a. Fully describe your technical support options, including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
- b. Please provide details on your standard reporting capabilities.
- c. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
- d. What options are available for user training and technical training that may be required by our staff?
- e. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

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- f. P4W's user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

6. Financials

- a. Describe the pricing model(s) that you typically employ for your standard services.
 - i. Please include whether your organization can adapt or modify its pricing model(s) to best meet P4W's existing and future needs.
- b. Please indicate the charges associated with each of the following services, and whether it is included as a standard service or charged on an ad-hoc basis:
 - i. Remote backup
 - ii. Technology strategy planning
 - iii. Network and email system monitoring
 - iv. Procurement management
 - v. Warranty, break fixes and installation
 - vi. Technical support, including remote user support
 - vii. Reporting and Executive dashboards
 - viii. IT policy review and development
 - ix. Implementation planning and guidance
 - x. PC Imaging and deployment
 - xi. On-site implementation of business applications
 - xii. Asset inventory management
 - xiii. Life cycle management of hardware
 - xiv. Software licensing control
 - xv. Email and Calendar Migrations
- c. Do you offer service bundles and if so, describe the impact on pricing?

Review and Selection Process

Properly submitted quotes will first be reviewed by P4W's Director of Operations with attention to clarity, completeness, and quality. This initial review process is intended to identify P4W's top candidates, who will be afforded the opportunity to individually participate in a post-submission interview to both answer P4W questions and further clarify and/or explain their quote.

Each vendor's post-submission interview will be held with the Director of Operations and a team of P4W representatives where each vendor will have an opportunity to clarify and/or further explain their submission. After all interviews have concluded, awards will be recommended based on perceived best value to Partner4Work.

The following list summarizes the major qualitative areas that will be evaluated:

- Industry expertise & experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities

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- Financial considerations

Questions?

We welcome your questions and look forward to hearing from you. All questions or requests for additional information must be received in writing by email to rfp@partner4work.org. Because of the sensitive nature of this procurement, answers in response will be emailed to all participating parties to ensure a fair and transparent process. Questions must be received no later than **January 14, 2022**. Questions submitted beyond this deadline will not be answered.

Key Dates

The estimated timeline is subject to change:

Task	Due Date
RFQ Released	December 28, 2021
Respondents' Notice of Intent	January 7, 2022
Questions due to P4W	January 14, 2022
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Disclaimers

- This Request for Quotes (RFQ) does not commit Partner4Work to award any contract or agreement and may be revised at the sole discretion of Partner4Work.
- Boilerplate contract language is available at www.partner4work.org. Potential respondents should review it prior to responding.
 - P4W is not opposed to using a respondent's contract template when appropriate.
- Partner4Work may select a firm based on its initial quotes received, without discussion of the quotes. Accordingly, each quote should be submitted on the most favorable terms, from a price and technical standpoint, that the bidder can submit to Partner4Work. Partner4Work may, however, at its sole discretion, have discussions with those applicants deemed to fall within a competitive range.
- Partner4Work reserves the right to request additional information from any bidder, request oral presentations from bidders, or conduct site visits from any bidder before a contract award.
- Partner4Work reserves the right to fund portions of a bid, or to reject all bids in whole or in part. Rejection of a portion of a bid does not necessarily negate the entire bid.
- No costs will be paid to cover preparing a bid or procuring a contract for services or supplies.
- All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to Partner4Work and be subject to disclosure under the Freedom of Information Act, Right to Know Law, or other applicable legislation.
- The contract award will not be final until Partner4Work and the successful bidder have executed a mutually satisfactory contractual agreement. Partner4Work reserves the right to make an award without further discussion of the bid submitted. No activity may begin prior to final Partner4Work approval of the award and execution of a contractual agreement between the successful bidder and Partner4Work.
- The submission of the bid warrants that the costs quoted for services in response to the RFQ are not in excess of those that would be charged to any other individual for the same services performed by the bidder.
- Bidders are advised that most documents in the possession of Partner4Work are considered public records and subject to disclosure. Partner4Work reserves the right to issue additional RFQs if and when it is in Partner4Work's best interest to do so and, may elect to negotiate and issue multi-year contracts to successful bidders under this or subsequent RFQs.
- All programs and activities are designated as equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities. Contact staff to request assistance with access to this RFQ.
- Additionally, applicants must have an active DUNS number and be registered in SAM.Gov.

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Sample Notice of Intent Form

Purpose of this Notice: This Notice of Intent is to officially express interest in participating in P4W’s ongoing Managed IT Services RFQ procurement. Information included herein will be used for future correspondence, so please ensure accuracy.

Message: Please accept this correspondence as my organization’s written intention to participate in the ongoing Partner4Work Managed IT Services RFQ. Important contact and company information to be used throughout the process is included below:

A. Contact Information

Organization Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

City: Click or tap here to enter text. State: Click or tap here to enter text.

Zip Code: Click or tap here to enter text.

Principal Contact Person: Click or tap here to enter text. Title: Click or tap here to enter text. Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

Fiscal Contact Person: Click or tap here to enter text. Title: Click or tap here to enter text. Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

Executive Director: Click or tap here to enter text.

Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

B. Legal Information

Type of organization: For-Profit: Non-Profit: Government: Education

Institution : Federal Employer Identification Number (FEIN): Click or tap here to enter text.

DUNS Number: Click or tap here to enter text.

By: _____

Date: _____

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Sample RFQ Proposal Cover Sheet

Lead Applicant: Click or tap here to enter text.

A. Contact Information

Organization Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

City: Click or tap here to enter text. State: Click or tap here to enter text. Zip Code: Click or tap here to enter text.

Principal Contact Person: Click or tap here to enter text. Title: Click or tap here to enter text. Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

Fiscal Contact Person: Click or tap here to enter text. Title: Click or tap here to enter text. Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

Executive Director: Click or tap here to enter text.

Phone: xxx-xxx-xxxx Fax: xxx-xxx-xxxx Email: Click or tap here to enter text.

B. Legal Information

Type of organization: For-Profit: Non-Profit: Government: Education

Institution : Federal Employer Identification Number (FEIN): Click or tap here to enter text.

DUNS Number: Click or tap here to enter text.

C. Requirements / Documents *(quotes submitted without these documents will be considered incomplete, please see associated links for more information and instructions as to how to acquire them) Please note that a single copy of all requirements below must be submitted for EACH Partner, in addition to the lead applicant.*

- Registration in the [System for Award Management](#) (SAM)
- Certificate of Liability Insurance; Including Cyber Insurance Coverage
- Most recent financial audit *(if applicable)*
- Certificate of Worker's Compensation Insurance *(if applicable)*
- W9

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D. Additional Requirements

- Agree to Use Partner4Work's Contract Management Software, Parley Pro, for Contract Negotiation
- By submitting your quotes you certify that you are compliant with the following [PA state integrity policy](#). If you are not, please submit along with your quotes a written explanation of why such certification cannot be made.

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