

## **REQUEST FOR PROPOSALS**

### **ARC Workforce Solutions Career Resource Centers Information Technology Support and Services**

#### **Introduction**

The Atlanta Regional Commission (ARC) is seeking proposals from applicants with experience servicing, monitoring, consulting and providing other IT support for multiple locations with various IT configurations and needs.

The Atlanta Regional Workforce Development Board (ARWDB) is a 19-member board established to administer workforce services and oversee the implementation of WIOA in a Local Workforce Development Area comprising a seven (7) county area covering: Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry, and Rockdale counties. This area is identified as Region 3, Area 7 as defined by the Technical College System of Georgia, Office of Workforce Development.

ARC serves as the fiscal and administrative agent, and workforce grant sub-recipient, for the ARWDB. As such, the ARC Workforce Solutions Group is charged with providing staff support to the ARWDB and implementing WIOA programs and services under direction of the ARWDB. For more information about ARWDB, visit <http://www.atlantaregional.com/workforce-solutions/overview>.

ARC intends to award a contract for work beginning in CY 2019. The contract will be renewable annually for up to four years (three potential renewals after the initial year). The scope of work is directly related to providing IT support to the ARC Career Resource Centers and Mobile Unit. A detailed list of responsibilities is provided in Exhibit A. Funding for services is based upon the selected applicant's proposal. Any contract award for this work is contingent upon the continued availability of funds.

Individuals and organizations, whether for-profit or not-for-profit, having the appropriate experience and specific expertise necessary to carry out the duties and responsibilities outlined below are eligible. All proposers must have demonstrated similar project experience to be eligible for consideration. The Atlanta Regional Commission reserves the right to check all references furnished and consider the responses received in evaluating the proposals.

## Proposal Format and Content

Interested applicants should submit a proposal that addresses factors listed below and in the scope of services in Exhibit A. Proposers must respond to this RFP with written proposals as well as electronic versions of their proposals in either a PDF file or Microsoft Word compatible word processing format. Proposal evaluation will focus initially on the written proposals.

Proposals must include the following information:

1. Legal name of individual or organization/firm
2. Geographic location of the individual or organization/firm performing the work
3. Point of contact (name, title, phone number, email) at lead organization/firm
4. Listing of key project personnel and qualifications/technical competence of all individuals to be assigned work
5. Description of experience on similar projects including a list of at least three (3) references with current contact information (including phone number and email)
6. Proposed costs with specific items identified
7. Applicant's current Service Level Agreement (SLA)
8. Any other pertinent information

The review of written proposals will be based upon the following evaluation criteria, with the relative weights in parentheses:

1. Qualifications and technical competence of individuals performing the work (30%)
2. Relevant work experience and references (45%)
3. Project budget/cost (25%)

Questions should be submitted in writing to Haydn Brathwaite no later than 4:00 pm on Thursday, January 17, 2019, via email to [hbrathwaite@atlantaregional.org](mailto:hbrathwaite@atlantaregional.org) or mailed to the Atlanta Regional Commission, ATTN: Haydn Brathwaite, 229 Peachtree Street, Suite 100, Atlanta, Georgia 30303. All questions received, and responses to those questions, will be posted on the ARC website by 4:00 pm on Wednesday, January 23, 2019.

Proposals must be submitted to ARC no later than 4:00 pm, Monday, February 4, 2019. One (1) paper copy and one electronic copy (USB/CD) of the proposal is required.

Proposals shall not exceed a total of 10 pages (8.5 x 11), single sided, inclusive of resumes and experience. Proposals may be printed double sided, but still must not exceed 10 pages single-sided maximum length of content. Covers, end sheets, cost exhibits, DBE documentation (if any), and an introductory letter shall not count against the maximum. Font size shall be a minimum of 11 points in all cases.

Proposals must be submitted to the following:

Atlanta Regional Commission  
ATTN: Haydn Brathwaite  
229 Peachtree Street NE, Suite 100  
Atlanta, Georgia 30303

If interviews are necessary, a short-list of firms will be invited to participate in an interview process with an evaluation committee to be scheduled in January 2019. ARC will confirm a specific interview date and time with those selected firms. ARC reserves the right to award this contract based on initial proposals received without formal interviews and to award all or part of this project to one or more firms.

ARC reserves the right to select for contract or for negotiations a proposal other than that with the lowest cost, to reject any and all proposals or portions of proposals received in response to this RFP or to make no award, to waive or modify any information, irregularity, or inconsistency in proposals received, to request modification to proposals from any or all proposers during the contract review and negotiation, and to negotiate any aspect of the proposal with any proposer and negotiate with more than one proposer at the same time.

## **EXHIBIT A**

### **SCOPE OF SERVICES**

#### **I. General**

The work to be accomplished by the Consultant is in support of the following ARC work program component:

04 – ARC Workforce Programs

#### **II. Background and Objectives**

ARC provides workforce services to the public in the following seven (7) counties: Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry and Rockdale. These services are provided primarily with Workforce Innovation and Opportunity Act (WIOA) grant funds received from the Technical College System of Georgia (TCSG), Office of Workforce Development. The services are accessed through Career Resource Centers located in each of the seven (7) counties and a Mobile Unit, which visits and is stationed at various sites in each of the counties served to reach more customers.

To ensure proper delivery of services, the Career Resource Centers are staffed with employees from competitively selected contractors, and equipped with computer stations, network servers, internet services, telephone systems, and various software used in the implementation of the services provided. The Mobile Unit, which is a modified Winnebago, is equipped with computer stations with various software installed on them.

The selected contractor shall perform all the necessary IT support and services outlined in this RFP under Exhibit A: Scope of Work, which will also be outlined in the awarded contract with ARC. During the contract period of performance, there may be changes such as location of Career Resource Centers, size of centers, number of computers and equipment, etc. The selected contractor shall be expected to continue to perform all the necessary IT support and services with these changes but may revisit ARC for costs negotiations if the change is determined substantial enough to warrant such cost negotiations. Any changes to costs and/or services in this contract must be approved by ARC in the form of an amendment to the contract prior to work being completed and additional costs being incurred.

The following is a list of the Career Resource Centers and Mobile Unit along with the existing computers/equipment/services at each location:

- Douglas County
  1. Computers: 4 staff, 7 public access computer lab
  2. Internet/Phone: AT&T & AT&T Uverse. 1 single phone line.
  3. Printing: 1 Canon copier, 1 HP lab printer, 1 Brother staff printer
  
- Clayton County
  1. Computers: 12 staff, 21 public access computer lab, 1 server
  2. Internet: Windstream Hosting – 2 T1 lines supporting all computers
  3. Phones: Vonage which includes separate internet line for phones
  4. Printing: 2 Xerox copiers, 1 HP lab printer, 2 HP staff printers
  
- Rockdale County
  1. Computers: 2 staff, 1 public access computer lab
  2. Phones/Internet: Currently administered by Rockdale County. Cell phone used for staff
  3. Printing: 1 Canon copier, 1 Brother printer
  
- Gwinnett County
  1. Computers: 15 staff, 18 public access computer lab, 1 server
  2. Internet: Windstream Hosting – 2 T1 lines supporting all computers
  3. Phones: Vonage which includes separate internet line for phones
  4. Printing: 2 Xerox copiers, 1 HP lab printer, 1 HP staff printers
  
- Mobile Unit
  1. Computers: 13 public access lab computers with 1 router to connect to printer.
  2. Printing: 1 HP printer
  3. Internet – 1 Verizon Hotspot

- Gwinnett Technical College  
*(IT services managed by others but may need support/coordination on as needed basis)*
  1. Computers – supported/serviced by Gwinnett Tech
  2. Internet/Phone: supported/serviced by Gwinnett Tech
  3. Printing: 1 Xerox Copier
  
- Cherokee County  
*(IT services managed by others but may need support/coordination on as needed basis)*
  1. Computers: 1 staff, 4 lab
  2. Printing: 1 Copier, 2 HP LaserJet printers
  3. Phone: Ring Central (VOIP)
  4. Internet: Comcast
  
- Henry County  
*(IT services managed by others but may need support/coordination on as needed basis)*
  1. Computers: 1 staff, 4 lab
  2. Printing: 2 HP LaserJet printers
  3. Phone: Ring Central (VOIP)
  4. Internet: Time Warner
  
- Fayette County  
*(IT services managed by others but may need support/coordination on as needed basis)*
  1. Computers: 1 staff, 4 lab
  2. Printing: 2 HP LaserJet printers
  3. Phone: Ring Central (VOIP)
  4. Internet: Comcast

### **III. Duties and Responsibilities**

The selected contractor will be expected to perform and provide the following services/support for the ARWDB Career Resource Centers and the Mobile Unit:

- Installation and configuration of computer hardware, software, systems, networks, printer, scanners, and any other computer/network related equipment
- Monitor and maintain computer systems and networks
- Respond in a timely manner to service issues and requests in accordance with approved SLA
- Provide technical support in person or remotely, where appropriate
- Set up accounts for new users (network, email)

- Repair and replace equipment as necessary
- Test new technology and report to ARC contact
- Provide training on new technology to Career Resource Center staff, individuals, and/or ARC staff/contact
- Work with ARC contact regarding new purchases of computer and equipment and setup
- Provide IT consultation to ARC contact regarding Career Resource Center systems operations

In addition to the above, the contractor is expected to carry out the following regarding network/infrastructure of the Career Resource Centers and Mobile Unit:

- Maintain organization's effectiveness and efficiency by various means of monitoring and supportive technologies
- Conduct technological research to accomplish organization goals, strategies, practices, and projects
- Work with project vendors to coordinate organization resources, user timetables and center schedules
- Preserve assets by implementing recovery and back-up procedures and information security

**EXHIBIT B**  
**Proposed Project Budget**

While no specific format is required, it is expected that the budget/rates submitted by the applicant shall be clear and concise. Variations in rates must state specific duties/activities that would be billed at those rates.