

Request for Proposals

Information Technology Services

Release date: March 12, 2015



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.

A list of WorkOne career center locations and hours of operation can be found on the WorkOneNortheast.org website http://www.workonenortheast.org/contact-us_office-listing.html.

Information technology support will include but not be limited to the services listed below:

- Equipment support (desktops, laptops, printers, scanners)
 - 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

- Network Support (remote/onsite support as needed)
 - Network analysis
 - Network security
 - Installation, configuration and troubleshooting of Windows servers into an active directory domain
 - Installation, configuration and troubleshooting of MS Exchange Server
 - Setup, configuration and troubleshooting of firewalls
 - Support VMware VSphere Infrastructure
 - Support Dell Equallogic Storage Area Network
 - Data backup and the ability to provide monthly reports
 - Support Citrix Metaframe user connections
 - Ongoing technology maintenance, upgrade plan and the ability to provide monthly reports detailing completed services/tasks and network health

- Availability
 - Regular business hours are Monday through Friday, 8:00 – 5:00pm
 - Assistance may be required seven days a week, 24 hours a day
 - Two hour response time is expected during regular business hours
 - Four hour response time is expected during off-hours

Pricing should be detailed to include onsite support, remote support, support during regular business hours, off-hours support, and travel fees/trip charges.

Questions related to this solicitation should be made electronically to Rafat Halboob at RHalboob@NEINWorks.org.

NEINW is requesting proposals from parties who possess the experience and abilities to supply the services listed above. NEINW requests the right to negotiate the services and costs proposed by bidders. Companies interested in providing any of the above services must electronically submit the following information by April 9, 2015, to Karen Green at KGreen@NEINWorks.org:

- 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
- References
- Price quote

Proposals will be reviewed against criteria reflecting price, experience, qualifications and references. A contract will be awarded commencing July 1, 2015 for one year with two possible one year extensions.

*This WIA Title I-funded program is an equal opportunity program.
Auxiliary aids and services are available upon request to individuals with disabilities.*