



REQUEST FOR QUOTE

IT SUPPORT SERVICES

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BID SPECIFICATIONS

DATE: June ##, 2024

SENT: Via Email

BACKGROUND:

Golden Sierra Job Training Agency (GSJTA) was established in 1983 as part of a nationwide workforce development system. The agency provides employment services and invests public resources to ensure Placer, El Dorado, and Alpine counties can successfully compete in the global economy. The main office includes a fiscal department, an administrative department, and a job center. The job center includes 6 computer stations that are open to the public (similar to a library's computer lab).

PURPOSE OF SOLICITATION:

Utilizing the Request for Quote (RFQ) method of procurement, GSJTA is soliciting quotes from experienced vendors to deliver Information Technology (IT) Support Services:

- Provide ongoing service and maintenance of the agency's IT infrastructure.
- Manage the agency's migration from Server Essentials & Exchange Server 2019 to a cloud-based solution.
- Provide Microsoft Office 365 system integration and implementation.
- Resolve technical support issues from end-users.

Please supply quote based on the attached Scope of Work.

Quotes must include the following:

1. **Cover Sheet** (Attachment A)
2. **References** (Attachment B)
3. **Vendor Capacity:** This relates to the vendor's qualifications to provide IT services for various types of projects. This section should demonstrate the vendor's capabilities for the variety of anticipated work as described in the Scope of Work. Please include any industry-specific certifications and/or accreditations that may apply.
4. **Organizational Capacity:** Total staffing size and scope of vendor. This relates to the key personnel that will be assigned to GSJTA's projects. The "Principal in Charge" should be identified as a one person contact for all on-going projects. The "Principal in Charge" shall remain the point of contact for the duration of the contract.
5. **On-site versus Remote Work:** Vendor must describe how the work it is qualified to provide can be supported or managed remotely versus in-person or on-premises.

6. **Rate Sheet:** This would be the billing rates for various positions that may be utilized for services requested by GSJTA. Rate changes must be authorized by the GSJTA in writing and specified in the agreement between the consultant and GSJTA. The rate sheet shall also include :

- a. Hourly rate, including minimum and increment after minimum
- b. Travel time billing policy
- c. Telephone help hourly rate
- d. Remote access hourly rate
- e. Expected response time for on-site assistance

Submittals should consist of the elements identified above and should not exceed 20 pages. The Cover Sheet must identify the person to whom all further correspondence and/or question should be addressed, including the individual's e-mail address and telephone number.

GSJTA reserves the right to reject any or all responses, to waive any informality in the specifications or RFQ process, or to cancel in whole or in part the RFQ if it is in the best interest of GSJTA to do so.

GSJTA shall create an evaluation committee. The evaluation committee will review and analyze all responses, contact references, complete interviews as necessary, and select the vendor best able to meet the agency's needs.

All submittals must be signed and dated by a duly authorized official(s) representing the vendor. **All bids not signed and dated will be deemed non-responsive.** Bids must be submitted by email.

Email: keefe@goldensierra.com

All bids **must** be received on or before: **Friday, July 1, 2024 at 5:00 p.m.**

If you have any questions, please contact Melissa Keefe. In compliance with applicable procurement guidelines, all questions and answers will be posted on the agency's website.

Federal funding disclosure: Golden Sierra's Workforce Innovation and Opportunity Act (WIOA) programs are funded by a grant award (AA411006) totaling \$2.93 million (100%) from the US Department of Labor with \$0.00 (0%) financed from non-federal sources.

Scope of Work

Selected vendor(s) should have demonstrated experience in the following categories of information technology support services:

1. Firewall installation, administration, and update.
2. Network switch administration and network engineering.
3. Wireless networking installation, administration, and update.
4. Structured network cabling.
5. Server (Dell) and virtualization (VMware and Nutanix) administration and update.
6. Backup and disaster recovery administration:
 - a. Assisting with administration of on-premises backup system.
 - b. Managed backup, offsite cloud, and disaster recovery as a service.
7. Cybersecurity:
 - a. Cybersecurity program and services development and systems administration.
 - b. Cybersecurity training for end-users (delivered no less than once every 12 months).
8. Windows server and Active Directory administration and update.
9. Operating system and third-party patching.
10. Microsoft 365 (administration and best practices) and SharePoint.
11. On-going service and maintenance:
 - a. Standalone workstation services, including but not limited to moving, installing, and configuring personal computers and peripherals.
 - b. Answer questions and help end-users with network and stand-alone software.
 - c. Assess need, arrange for, and supervise installation of new computers or computer upgrades (hardware installation, data transfer, software installation, and/or reinstallation, etc.).
 - d. Provide assessment and analysis of technical processes, procedures, and configuration. Make recommendations for improvement.
 - e. Installation and configuration of network attached personal computer application software and operating systems.
 - f. Installation, configuration, and troubleshooting of network applications and peripherals, including personal computers, printers, and scanners.
 - g. Install, configure, and maintain layer-two switches.
 - h. Install, configure, and maintain multi-layer switches and routers.
 - i. Install, configure, and maintain network management software.
 - j. Identify and install special-purpose software in department computers.

- k. Troubleshoot / assist in more complex and/or network-involved computer problem fixes.
- l. Troubleshoot the network for complex and critical issues.
- m. Make software version recommendations in response to critical problems across the network.
- n. Provide problem root-cause analysis at the network infrastructure level and make recommendations.
- o. Make recommendations for prioritizing replacement of equipment.
- p. Maintain site license listing for software.
- q. Determine if upgrades need to occur to networks.
- r. Assist in a potential local relocation to occur in late 2024, early 2025.
- s. Provide a help ticket process/procedure.
- t. Support/maintain 15-20 staff computers (desktop and/or laptops).
- u. Support/maintain 5-7 customer computers.

12. Current system is Server Essentials & Exchange Server 2019.

Services Related to Cloud Migration and Office 365/SharePoint Implementation:

1. Verify infrastructure and requirements.
2. Plan the deployment strategy.
3. Provision and configure windows 365/SharePoint.
4. Set up azure files.
5. Migrate data to azure files.
6. Establish user onboarding and training.
7. Pilot testing and user acceptance.
8. Full deployment and migration.
9. Monitoring, maintenance, and support.
10. Continuous improvement and optimization.

IT SUPPORT SERVICES

COVER PAGE

Applicant (Name of Individual or Organization)		Employer Identification Number	
Physical Address	City	State	Zip
Remittance Address	City	State	Zip
Designated Contact Person	Title		
Phone	E-Mail		

Approval of Authorized Representative

Authorized Representative (Typed Name)

Signature

Date

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2. References:

In the table below, provide 3 references who can attest to the applicant's knowledge, experience, and capacity to serve as the provider or IT Managed Services.

Reference	Award Information		
Name and Contact Information	Period of Performance	Services Provided Outcomes and Outputs	Total Award

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