



# **EASTERN CT WORKFORCE INVESTMENT BOARD**

## **REQUEST FOR PROPOSALS** *for* **INFORMATION TECHNOLOGY (IT)** **SUPPORT & RELATED SERVICES** **FY 2010 - 2011**

**JOHN MARKOWICZ**

*Performance, Accountability, & Planning Cmte  
Co-Chairman*

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Co-Chairman*

**THOMAS BURNS**

*EWIB Chairman of the Board*

**JOHN BEAUREGARD**

*EWIB Executive Director*

**February 2010**

## REQUEST FOR PROPOSALS

**SUBMISSION DUE DATE:** March 26, 2010 4:00 P.M.\*

**INTENT TO FUND NOTIFICATION DATE:** June 2010

**FUNDING START-UP DATE:** July 1, 2010

**EASTERN CT WORKFORCE INVESTMENT LOCATION:** 108 New Park Avenue  
Franklin, CT 06254

**CONTACT PERSON:** Carol LaBelle  
Director of Programs

**TELEPHONE NUMBER:** (860) 859-4100 x22

**INTENT TO BID:** Letter of Intent to Bid must be submitted by February 16, 2010 along with any questions you wish answered at the Bidders Conference

**BIDDERS CONFERENCE:** The Bidders Conference will be held on, **February 25, 2010** at the EWIB office, 108 New Park Avenue, Franklin, CT to provide technical assistance as it relates to the contents of this Request For Proposal. Please call (860) 859-4100 for the specific time. Questions must be submitted by **February 16, 2010** along with notification of Intent to Bid.

This Request For Proposal does not commit EWIB to award a contract, to pay any costs incurred in the preparation under this request, or to procure a contract for services or supplies. EWIB reserves the right to accept or reject, in part or in full, any or all proposals received as a result of this request, to negotiate with all qualified sources, or to cancel in part or in its entirety this Request For Proposal, if it is not in the best interest of EWIB.

Any questions concerning the request for proposals may be addressed to the EWIB office, Carol LaBelle, EWIB Director of Programs, at (860) 859-4100 at the address provided herein.

# EASTERN CT WORKFORCE INVESTMENT BOARD

## REQUEST FOR PROPOSALS SUBMITTAL

### *Information Technology (IT) Related Services*

#### OVERVIEW

The Eastern CT Workforce Investment Board (EWIB) puts a strong emphasis on Information Technology (IT) services in the *CTWorks-East* Centers in Eastern CT. Services have ranged from entry-level workshops such as 'Computer Basics' to a growing On-line Learning Program. The Eastern CT Workforce Investment Board (EWIB) is looking for a vendor to provide a combination of services, support, and workshops as described below. **Bidder understands that they may be expected to take-on additional competitively acquired EWIB grant responsibilities during the contract period.**

#### **CTWorks-East Technology Facilities:**

Workshops are to be delivered in the computer learning labs at *CTWorks-East* Centers. The bidder will be responsible for interfacing with CT's Department of Information Technology (DOIT) and Department of Labor Technology staff that are responsible for maintaining the equipment and networks.

#### **Technology Workshops:**

EWIB is soliciting for an offering of short courses to be developed and delivered by vendor staff in the *CTWorks-East* locations. These classes must have job search-related content built into each curriculum. It is anticipated that 8 - 10 workshops would be offered monthly at each *CTWorks-East* Centers throughout the Eastern CT region.

#### **On-Line Course Management:**

EWIB is currently offering a series of free, on-line computer courses to *CTWorks-East* participants. EWIB seeks an entity to manage this process, including providing an introductory session and participant follow-up. Duties include ensuring that the customer is able to benefit from on-line training, issuing license, tracking course completion, and interfacing with *CTWorks-East* staff. It is anticipated that up to 800 participants could take advantage of this service. Courses are currently provided by Metrix e-Training. EWIB is looking for a vendor to manage the relationship with the on-line providers. Also looking for a vendor to design industry-specific curriculum of courses and provide in-depth training to *CTWorks-East* staff.

# EASTERN CT WORKFORCE INVESTMENT BOARD

## REQUEST FOR PROPOSALS SUBMITTAL

### *Information Technology (IT) Support & Related Services*

**NAME OF BUSINESS:**

**ADDRESS:**

**E-MAIL:**

**YEAR ESTABLISHED/ORGANIZED:**

**LEGAL FORM OF OWNERSHIP:**

**HAVE YOU OR PARTNERS IN THIS PROPOSAL EVER DEFAULTED ON A CONTRACT?**  
YES\_\_\_ NO\_\_\_

**NAME & TITLES OF THE PRINCIPAL MEMBERS OF YOUR ORGANIZATION.** *Indicate which individuals are authorized to bind the organization in negotiation with the EWIB:*

**NAME, TITLE, ADDRESS, E-MAIL ADDRESS, AND TELEPHONE NUMBER OF THE INDIVIDUAL TO WHOM ALL INQUIRES ABOUT THIS PROPOSAL SHOULD BE ADDRESSED:**

### SPECIFIC QUALIFICATIONS

1. Please provide evidence of your experience and qualifications in similar work. Include data on the number of clients served in workshop setting, if appropriate. Document your qualifications to provide the services proposed; be very specific about which services you are proposing.

### REFERENCES

1. List three (3) or more client references for who related services similar to this Request For Proposal are currently, or have previously been, provided. For each reference, please provide:
  - Contact information (*including name, organization, address, telephone, and e-mail*)
  - Project name and brief description
  - Size of project budget/contract

### DETAILED BUDGET

- Each proposal **MUST** include:
  - A detailed budget, with timeline, outlining the need and use for the requested funding.
  - Key personnel who will be directly involved in the implementation of this proposed program must be included.
  - Identify instructional materials and equipment to be used.
- Identify any organizations or companies who will be offering in-kind services to participants of the program.
- If a detailed budget of your project is not provided, your proposal will not be considered for funding.

### TIMELINE/REVIEW PROCESS

- **Letters of Intent to Bid and any questions you wish answered at the Bidders Conference MUST be submitted by February 16, 2010.** If you do not submit a 'Letter of Intent' by this deadline, you may not bid on the service. Letters can be faxed to Ms. Carol LaBelle, Director of Programs @ (860) 859-4111, or e-mailed to [labellec@ewib.org](mailto:labellec@ewib.org).
- A Bidder's Conference will be held in **February 25, 2010** at the EWIB office (108 New Park Avenue, Franklin). Call (860) 859-4100 to register for this conference.
- **PROPOSALS MUST BE RECEIVED NO LATER THAN 4:00 PM., MARCH 26, 2010.** PROPOSERS ARE REQUIRED TO SUBMIT ONE (1) SIGNED ORIGINAL WITH 7 COPIES **PLUS** ONE (1) ELECTRONIC OR DISKETTE COPY TO: MS. CAROL LABELLE, DIRECTOR OF PROGRAMS, EWIB, 108 NEW PARK AVENUE, FRANKLIN, CT 06254.
- Final grant decisions will be made by **June 2010**.
- Funding available for this function to be negotiated. Based on successful performance, the grant can be extended through June 30, 2011.

**1. DESIGN, PROGRAM SERVICE, PERFORMANCE OUTCOMES (20 POINTS)**

A. TECHNOLOGY WORKSHOPS AND ON-LINE COURSE MANAGEMENT (*Bids accepted on entire region only*)

- Describe your staff's experience providing technology workshops.
- Are staff members experienced in providing group workshops?
- Be very specific about which services you are proposing.
- Is staff familiar with local agencies and services? Describe.
- Will you be able to provide a bilingual staff member for the New London and/or Willimantic office?
- Will staff be flexible enough to travel to other *CTWorks-East* locations?
- Describe how you will provide services across the EWIB region equitably.
- Describe your ability & capacity to "staff up" if and when additional funding becomes available.

**2. LEVERAGE OF RESOURCES & COMMUNITY SUPPORT (10 POINTS)**

A. COLLABORATION

Describe any working partnerships or collaborative relationships that you have established to support program services with other private/public sector entities. Who is involved? Describe in-kind services being made by the collaborator.

B. IN-KIND CONTRIBUTIONS

Describe and quantify (*if possible*) what in-kind services or other associated external funds, staff, or other resources from your agency that will be used to operate this program, or related program.

**3. ORGANIZATIONAL/ADMINISTRATIVE CAPACITY (10 POINTS)**

A. STAFFING

Describe the staff involved in the project. Provide a job description for each position to be funded by this proposal. What related experience or training are they expected to have? How will they be selected for this project? Include résumés of existing staff or job descriptions for staff to be hired. Describe your hiring process and the average length of time to bring on new staff needed.

B. MANAGEMENT PLAN

In this section, bidders should describe the overall Management Plan for the proposed program in terms of systems, procedures, and controls that will ensure contract compliance, meet program objectives, and high quality services.

Indicate, through an organizational chart and supporting narrative, the lines of authority and responsibility related to the proposed program and its components. Include both full and part-time program and administrative staff, supervisors, and managers.

C. MONITORING & REPORTING

Describe (*as applicable*) the methods and frequency with which services will be monitored by staff. Include basic procedures for corrective actions and follow-up. Describe the system for reporting programmatic activities, how those will be used for management control, and the procedures for maintaining appropriate records and documentation.

D. FISCAL CONTROLS & ACCOUNTING PROCEDURES

You must also describe procedures employed to safeguard contract funds; report expenditures against WIA and JFES cost categories, and ensure adequate audit trails and expenditure levels. Prospective bidder must demonstrate the internal controls and ability to report expenditures in an accurate and timely fashion.

Describe your organization's financial management system. Include the following:

- Organizational structure with respect to financial management including job titles and duties

**4. PERFORMANCE HISTORY (20 POINTS)**

A. ADMINISTRATION/RECORD KEEPING

Describe your organizations previous experience in providing programs and services for which you are applying. What is your previous track record in providing services, whether under JTPA/WIA or other funding sources? Describe the records you will keep.

B. PERFORMANCE HISTORY

Proposals will also be reviewed for previous performance. EWIB will use its own records when evaluating the previous experience of Proposers who have contracted with the EWIB in the past. All Proposers must submit a Previous Experience Report (*Attachment A*) as part of this RFP at the time of proposal submission.

- 1) Explain your agency's prior experience.
- 2) Explain any compelling reasons why your agency feels that this proposed program should be funded by EWIB or address anything else you feel the reader should understand about your agency's proposal.
- 3) State if your agency has submitted this proposal or a similar proposal to any other organization for consideration for funding.

You must also provide additional past performance narrative, which summarizes the relevant qualifications, including experience and expertise, of your organization. Factors that should be discussed include staff qualifications (*particularly teaching and supervisory staff*), adequacy of financial resources, and overall technical skills that will enable required work to be done. Please include on one (1) additional page, three (3) references of previous work of a similar nature that specify:

- Contracting agency, address, name, & telephone number of contact person
- Dates (*term of contract*)
- Contract amount
- Type of program
- Program results (*number of participants enrolled and number of positive training completions*)

**5. BUDGET (20 POINTS)**

A. BUDGET NARRATIVE/INSURANCE

Describe how your organization arrived at the program costs being proposed. What services will be included in the budget (*Attachment B*) for the proposed program and what will be provided for by in-kind contributions and/or public-private partnerships? What will be the cost per client (*if applicable*)? What is the amount and percentage of profit and/or indirect cost, if any? Budget information must be complete so determinations can be made with respect to allowability of cost and cost effectiveness of proposals.

B. BUDGETARY INFORMATION

When preparing your budget please be sure to include only those costs that are necessary and reasonable, consistent with Federal OMB Circulars A-21 for Institutions of Higher Education, OMB A-87 for State and Local Governments, OMB A-122 for Non-Profits, and 48 CFR Part 31 for Commercial Organization.

The budget will be evaluated based on cost-effectiveness and completeness. The method of calculation must be provided for each item.

In reviewing line-item budgets, EWIB must verify the cost and pricing data submitted, and evaluate the cost elements of that data. This includes judging the necessity for, and reasonableness of, proposed costs, including allowances for specific contingencies. It also includes evaluating the Proposer's cost trends on the basis of current and historical cost or pricing data. This analysis may require Proposers to supply proof of proposed costs. An analysis of proposed costs in comparison with other Proposer's budgets for the same or similar items/costs will be prepared to determine the reasonableness of the final budget costs. An additional cost analysis function that must be performed is the verification that the Proposer's cost submissions are in accordance with applicable contract cost principles. These cost principles define and describe the meanings and limits of a variety of costs. Costs that do not conform to these meanings and limits are not allowable or place limits on costs in addition to those cited in OMB Circular A-122, Cost Principles for Non-Profits.

**6. IMPLEMENTATION PLAN (20 POINTS)**

What instructional materials, equipment, and staffing are currently in place and can be used for a quick beginning of program services? What activities (*e.g. supply and equipment purchases, staff hiring, etc.*) need to be conducted to prepare for the beginning of

program services? How long will this preliminary activity take? How soon after award notice can program services begin?

**NOTE:** The EWIB does ***NOT*** pay for any expenses incurred prior to the execution of a contract. Be advised that EWIB monitors all programs at least once during a contract period. Contractors may be required to provide documentation of expenses as related to the negotiated budget.

**7. COLLABORATIVE PROPOSAL WITH MULTIPLE AGENCIES (5 BONUS POINTS)**

To qualify for five (5) point bonus as a Collaborative Proposal with multiple agencies, the bidder must describe the partners in the Collaborative, which is the lead partner to receive funds, duties, and responsibilities of each partner and value system receives from the collaboration and includes letters of support.

## PREVIOUS EXPERIENCE REPORT

Name of Organization \_\_\_\_\_

Address of Organization \_\_\_\_\_

Contact  
Person \_\_\_\_\_ Phone \_\_\_\_\_

### DESCRIBE THE EXPERIENCE YOUR ORGANIZATION HAS HAD IN OPERATING SIMILAR PROGRAMS.

1. Type of Program \_\_\_\_\_ Year \_\_\_\_\_

Location of Program \_\_\_\_\_

Total Project Funds Expended \_\_\_\_\_ Number Enrolled \_\_\_\_\_

Number of Successful Completions \_\_\_\_\_ Actual Cost Per Participant \_\_\_\_\_

Percentage of Economically Disadvantaged Participants \_\_\_\_\_

Funding Source Contact Person \_\_\_\_\_ Phone \_\_\_\_\_

2. Type of Program \_\_\_\_\_ Year \_\_\_\_\_

Location of Program \_\_\_\_\_

Total Project Funds Expended \_\_\_\_\_ Number Enrolled \_\_\_\_\_

Number of Successful Completions \_\_\_\_\_ Actual Cost Per Participant \_\_\_\_\_

Percentage of Economically Disadvantaged Participants \_\_\_\_\_

Funding Source \_\_\_\_\_

Funding Source Contact Person \_\_\_\_\_ Phone \_\_\_\_\_

Comments:

**BUDGET PROPOSAL**

PLEASE SUBMIT A COMPLETE BUDGET FOR THE PROGRAM SUBMITTED. A **DETAILED BUDGET NARRATIVE** FOR EACH LINE MUST ALSO BE INCLUDED.

## EVALUATION TOOL

**REVIEWER'S NAME:** \_\_\_\_\_

**ACTIVITY/SERVICE(S) PROPOSED:** \_\_\_\_\_

**PROPOSER:** \_\_\_\_\_

**DATE RATED:** \_\_\_\_\_ **SCORE:** \_\_\_\_\_ **RANK:** \_\_\_\_\_

**SCORING:** Rating Criteria Points: 100 *(Additional 5 points available for collaboration with other agencies)*

**RATERS:** Evaluate each of the following areas and record your response (*score*) in the blank provided at the end of each question or statement. Explain your evaluation in the Comments section.

### SCORE RATING CRITERIA

**DESIGN, PROGRAM SERVICES, PERFORMANCE OUTCOMES (20 POINTS) Points Given** \_\_\_\_\_

1. The Proposer is offering activities and/or services that address the program design; program elements and purpose described in the Specifications and are consistent with the RFP.
2. The materials and/or methodologies are appropriate for the population being served.
3. Is the Proposer proposing to use assessment tools and/or technology that support and/or enhance the performance outcomes of the program and provide additional benefit to program participants?
4. Has the Proposer answered all relevant questions in the Design, Program Services, & Performance Outcomes Section (Pg. 6)?

**LEVERAGE OF RESOURCES & COMMUNITY SUPPORT (10 POINTS) Points Given** \_\_\_\_\_

1. Has the Proposer coordinated with other entities to provide a cost-effective proposal and documented the cost savings obtained through this coordination?

**ORGANIZATIONAL & ADMINISTRATIVE CAPACITY (10 POINTS) Points Given** \_\_\_\_\_

1. Based upon the proposer's submitted staffing plan chart, staff is qualified to provide activities & services, and are hours outlined are appropriate for the level of service required?
2. The organization's management plan to include its management and supervision, monitoring and reporting describe systems, procedures and controls will ensure contract compliance, meet program objectives and achieve high quality services. Was an organizational chart included in the plan?
3. The organization's fiscal controls and accounting procedures described safeguard contract funds, report expenditures against WIA and JFES cost categories, ensure adequate audit trails and expenditure levels. Copy of Audit is attached.

**PERFORMANCE HISTORY (20 POINTS) Points Given \_\_\_\_\_**

1. The Proposer has adequate administrative experience to operate the activities/services proposed.
2. The organization's experience, staff qualifications, financial resources and overall technical skills are adequate to successfully accomplish the required activities and services.

**BUDGET (20 POINTS) Points Given \_\_\_\_\_**

1. The proposed costs are allowable and reasonable for the activities/services proposed. The proposed costs are competitive to other similar proposals.

**IMPLEMENTATION PLAN (20 POINTS) Points Given \_\_\_\_\_**

1. The Proposer has the necessary materials, equipment and staffing in place for timely initiation of program services.
2. The Proposer is able to begin quality program services as soon after notice of award as possible.

**COLLABORATION BONUS (5 POINTS) Points Given \_\_\_\_\_**