MEMORANDUM

TO: Interested Parties

FROM: Workforce Development Council of Seattle-King County

DATE: 3/30/2016

SUBJECT: RFQ #16-05: Information Technology Support Services

ORGANIZATION BACKGROUND

The Workforce Development Council of Seattle-King County (WDC) is a nonprofit organization whose mission is to support a strong economy and ensure the ability of each person to share in our region's prosperity. Established in 2000 by the King County Executive and the Mayor of Seattle, the WDC is led by a board of directors with a private-sector majority. The WDC oversees the Seattle-King County WorkSource system, which offers a wide range of employment and training programs, serving thousands of King County adults, youth, and businesses each year.

PURPOSE

The purpose of this RFQ is to identify information technology support providers who can deliver services for the WDC office and staff between June 1, 2016 and June 30, 2018. This service will cover a complete IT support spectrum including, but not limited to, server and network management, hardware and software support, web presence support, and assistance in equipment and software acquisition.

SCOPE OF WORK

IT Support Service providers selected through this RFQ will be required to perform services for the organization and individual staff, such as:

- Server management, maintenance and support
- Network management, maintenance and troubleshooting
- VPN management, maintenance and support
- Hardware and software support
- Advise on hardware and software acquisition including pricing, recommendations, etc.
- Website and SharePoint support
- Informational or training materials for IT processes
- In-person weekly office visits for needed support tasks
- Effectively communicate verbally and in writing, especially in relaying highly technical topics to a general audience
- Other IT needs that may arise

A single service provider will be selected through this procurement. The WDC makes no commitment to contract with service providers procured through this RFQ.

Each proposal that is received by the due date and is responsive to this RFQ will be evaluated according to the following criteria:

- Services provided are appropriate to the needs of the WDC (30%)
- Flexibility in scheduling of services, which may include after-hours or weekend work (15%)
- Extensive experience providing IT support services to business clients (20%)
- A high degree of professionalism, accessibility, responsiveness and reliability (20%)
- Reasonable and appropriate costs (15%)

PROPOSAL SUBMISSION:

- Send full support service proposal (including services provided, rates, etc.), link to company website, and brief cover letter explaining your qualifications and previous experience. You may provide references from customers that reflect specific capability to provide required support. The combined total of number of pages for all included items should not exceed five (5) pages. Use 12-point Times New Roman font type, 1-inch margins, and single line spacing.
- **Proposals must be received no later than 4:30 p.m. on April 22, 2016**. Please submit your proposal in PDF format, via email to operations@seakingwdc.org, with RFQ 16-05 in the subject line. **Late responses will not be considered.**
- Questions may be submitted to operations@seakingwdc.org during the period of April 1, 2016 – April 15, 2016. Questions and answers will be compiled and posted on the WDC website on April 4, 11, and 18, 2016.
- The WDC reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal, and to award contract(s) in whole or in part as deemed to be in the best interests of the WDC. The WDC reserves the right to negotiate with any or all respondents on modifications to proposals and/or integration of components across proposals to achieve maximum efficiency. *Award contingent on available funds.*

The Seattle-King County Workforce Development Council is an equal opportunity employer and provider of employment and training services.
Auxiliary aids and services are available upon request to individuals with disabilities.
TTD/Washington Telecommunications Relay Service 1-800-833-6384.