# EmployIndy
## GUIDING MARION COUNTY'S WORKFORCE

NOTIFICATION OF REQUEST FOR PROPOSALS

Provision of
**MULIT-SOURCE SERVICE INTEGRATION OF IT SERVICES**

Issued September 29, 2021

**Proposals must be received no later than 11:59 pm
EDT Wednesday, November 3, 2021**

**Contract Period:**
January 1, 2022 – December 31, 2022
*With option to extend for up to two additional years*

**RFP# 2021-005**

EmployIndy
PNC Center
101 W. Washington St., Suite 1200.
Indianapolis, IN 46204
(317) 639-4441

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## I. Background

EmployIndy guides the local workforce ecosystem and makes strategic investments to remove barriers to quality employment for underserved and underrepresented residents. As the workforce development board for Marion County, guided by 21 business, civic, education and non-profit community leaders, EmployIndy invests $17 million in public, private and philanthropic funds for both youth and adults annually.

### Vision for Technology and Multi-Source Service Integration

EmployIndy is soliciting proposals for a partner to provide multi-source service integration and managed IT services for the EmployIndy system, including the EmployIndy downtown office, WorkOne Indy office, and JAG sites.
In the fall of 2020, EmployIndy went through an organizational redesign to better align staff and functions with the vision for the future. This prompted a renewed focus on how the organization is utilizing technology and data to support the strategic vision and goals of EmployIndy. Leadership and staff have articulated a vision in which data is a core element of business processes and offerings. EmployIndy understands that technology is the backbone that enables and supports the connection of meaningful, actionable data to the strategy, including data warehousing, integration, privacy, productivity and visualization.

In the Spring of 2021, EmployIndy worked with a vendor to conduct an IT Assessment, identifying current strengths, weaknesses, opportunities, and threats, as well as goals for the future. The full IT Assessment may be located here for reference and will be posted on EmployIndy's website with this RFP. Confirmed through this assessment process, linking technology and data for decision-making is a significant pain point for the organization. To overcome this, EmployIndy continues to examine the needed capacity (skills, abilities, and responsibilities), both internally and externally through vendors or partners.

Through this RFP, EmployIndy is looking for a vendor to:
- Provide strategic guidance for the integration of systems to produce the data needed for decision making
- Assist with recruiting and managing specialized skillsets to fill temporary needs throughout this transformation process
- Monitor day-to-day health and performance of our IT infrastructure, including lifecycle management of hardware and software acquisition, maintenance, upgrade, and retirement
- Assist with compliance and regulations that may impact our IT Systems, including periodic audits and reviews
- Provide support through help desk services, including periodic training sessions

EmployIndy encourages respondents to be creative. We have outlined a scope of services below, however, we are open to suggestions based on your expertise on how best EmployIndy can work toward and achieve its vision for technology.

**II. Scope of Services**

**Objectives**

The vendor will provide services to address the following expectations of EmployIndy:
- Provide strategic guidance on IT practices and systems to meet strategic goals.
- Provide guidance for data integration projects as needed.
- Monitor the network health and performance of the EmployIndy System
- Monitor and manage on premises servers and cloud-based services health and security for the EmployIndy System, including network infrastructure.
- Assist with managing/supporting other EmployIndy telecom and mobile devices and services.
- Manage server and workstation updates and antivirus subscriptions across the EmployIndy System.
- Assist with development and maintenance of backup and disaster recovery policies, planning and testing.
- Provide onsite support such as deployment of new software and equipment, training, network troubleshooting, etc.
- Assist with Lifecycle management.
- Assist with IT asset inventory.
- Assess technology risks and keep staff informed of risks as they pertain to the EmployIndy System.
- Provide regular communication and reporting to EmployIndy IT Leadership on activities.

**Technical Architecture**

EmployIndy's IT infrastructure spans two primary locations, the EmployIndy downtown office and WorkOne Indy.

EmployIndy Downtown

101 West Washington St
Suite 1200, East Tower
Indianapolis, IN 46204

EmployIndy Downtown houses approximately 70 staff, has approximately 75 workstations, 9 network devices, and 18 physical and virtual servers.

WorkOne Indy

4410 Shadeland Avenue
Indianapolis, IN 46226

WorkOne Indy houses 5 EmployIndy staff with an additional 75 workstations used by service providers and hoteling partners. WorkOne has 50 public computers, 10 UI Kiosks, one computer lab with 24 computers, 16 network devices, and 6 physical and virtual
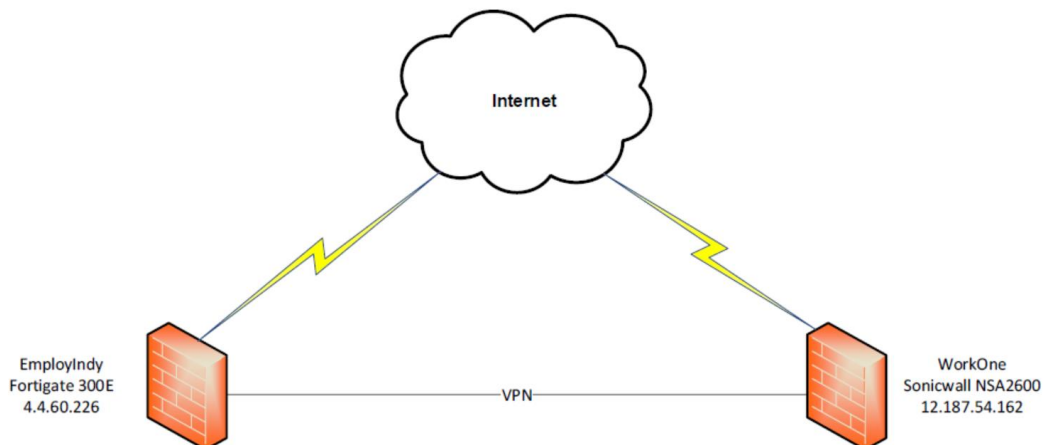
servers. WorkOne Indy also expects to add an additional server and thin clients in the near future.

Jobs for America's Graduates

Arsenal Tech High School
Ben Davis High School
Beech Grove High School
Crispus Attucks High School
Decatur Central High School
Decatur Township School for Excellence
George Washington High School
Indiana School for the Deaf
Indianapolis Metropolitan High School
McKenzie Career Center
North Central High School
Shortridge High School
Southport High School
True North Academy
Warren Central High School

The Jobs for America's Graduates (JAG) program has approximately 30 workstations and laptops in service. The workstations are connected to the school corporations and coordination with the schools is key to servicing these machines.
Over the last 12 months, WorkOne has generated an average of 58 tickets per month. Over that same time, EmployIndy generated about 48 tickets per month. JAG and other miscellaneous but related programs average about 10 tickets per month.



EmployIndy – WAN Overview

# EmployIndy/WorkOne AD Domains

EmployIndy DCs
AD3: 192.168.1.200
AD4: 10.15.11.193
EI-AZ-RODC: 172.31.254.4

VPN

WorkOne DCs
WODCAD01: 10.249.1.1
WOEIAD01: 10.250.0.10
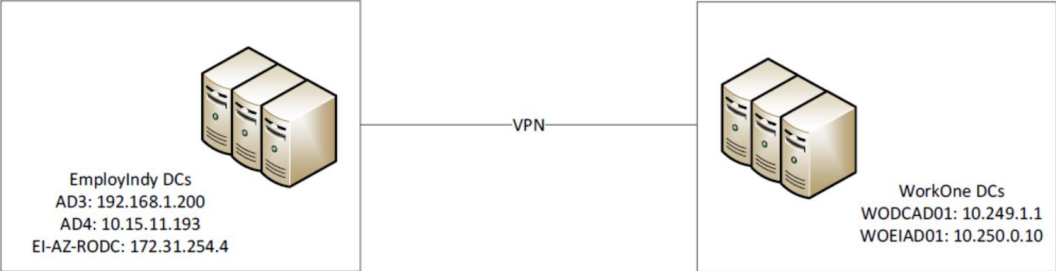
# WorkOne – LAN Configuration

AT&T Fiber

VPN

Sonicwall NSA 2600
WAN: 12.187.54.162/29
GW: 12.187.54.161
LAN: 10.248.0.0/24
LAN: 10.249.0.0/22
LAN: 10.249.10.0/24

EmployIndy

HP 2920-48G (J9728A)
10.248.1.254

HP 2510-48 (J9020a)
10.248.1.252

HP 2920-48G (J9728A)
10.248.1.253

HP 2530-48G-PoEP (J9772A)
10.249.0.2

Voice LAN 10.249.10.0/24

HP 2910al-24G (J9145A)
10.249.0.4

HP 2510-48 (J9020a)
10.249.0.3

HP 2510-48 (J9020a)
10.249.0.5

DMZ 10.248.0.1/24

Public VDI

Servers

Printers

Default LAN 10.249.0.0/22

Workstations

Printers

Wireless Access

Servers

# EmployIndy – LAN Configuration
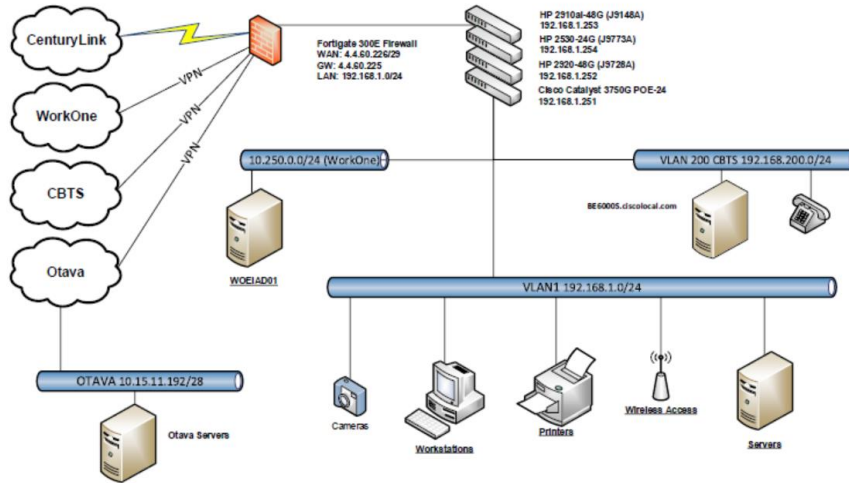


# EmployIndy – Server Room



EmployIndy – Server Room

# WorkOne – Server Room



## Governance and Project Management

The vendor is expected to:
- Provide Virtual CIO services for strategic oversight and direction for digital transformation
- Be aware of EmployIndy strategies and initiatives and recommend IT products, policies and services to increase staff productivity and improve satisfaction with the use of technology in our business.
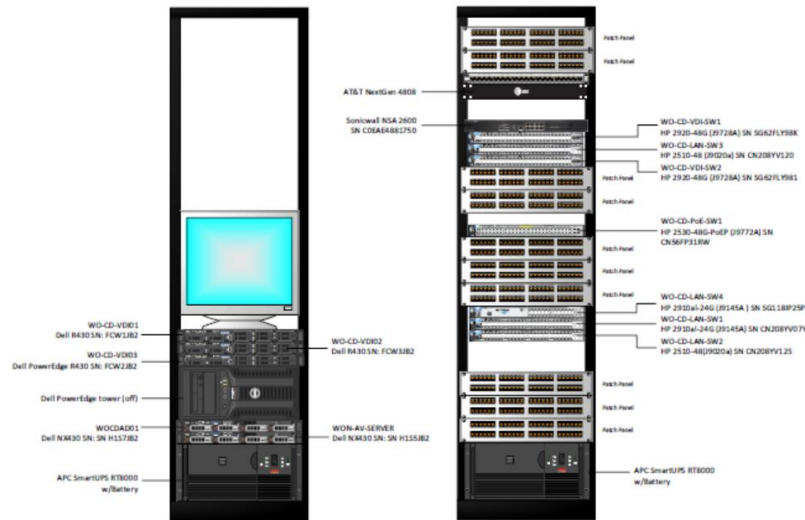- Meet with EmployIndy IT leadership quarterly to discuss completed work, budget performance, and upcoming projects or technology initiatives.
- Work with EmployIndy IT leadership to develop and implement innovative solutions and implement best practices  for technology deployment & maintenance and data safety & security
- Manage vendors as needed to expand capacity and skillsets in digital transformation process
- Assist EmployIndy staff in providing training on systems as is needed
- Produce monthly reports on services rendered, license allocation, hardware and software lifecycle management, and recommendations for upgrade, replacement, or maintenance

## Technical Support

Maintenance, Alerting/Monitoring, Service Management

The vendor is expected to:
- Monitor the network health and performance for EmployIndy and WorkOne Indy Offices.

- Monitor and manage health of the physical servers at EmployIndy and WorkOne, and virtual servers in the Otava private cloud, including LAN/WAN network infrastructure and mobile devices.
- Monitor and manage Unitrends backups.
- Manage updates and antivirus at EmployIndy and WorkOne.

The vendor must provide the following onsite support services:
- Onsite support a minimum of once per week at EmployIndy's downtown office and two days per week at WorkOne Indy, with additional on site support as needed agreed upon in advance.
- Troubleshoot problems with network printers and provide break-fix support for legacy desktop printers at EmployIndy and WorkOne Indy.
- Manage and resolve incidents related to the network infrastructure, Wi-Fi, Internet connection, UPS, backup equipment and server hardware services at each site in the EmployIndy system.
- Retire and scrub confidential data from PCs being replaced to DoD 5220.22M standards and prepare workstations to be recycled and decommissioned.
- Provide and deploy mobile technology and resources to the EmployIndy systems' mobile/onsite staff.
- Provide hardware add, move, and change services on a fixed-fee basis.

The vendor is expected to provide the following remote support services:
- The provider helpdesk must be available Monday through Friday, 8:00am to 5:00pm for remote access support, excluding holidays. Holiday schedules may vary by site, and each will be provided to the provider to ensure proper coverage.
- The provider helpdesk will answer, evaluate, and prioritize incoming requests from EmployIndy, WorkOne, and JAG sites. The helpdesk will enter all requests (calls and email) into a ticketing portal and prioritize tickets prior to resolving the issue or dispatching appropriate resources.
- Provider will maintain open dialogue with EmployIndy's IT leadership to collect information about workflow and solicit feedback on how to enhance the provider's delivery procedures.
- The provider helpdesk will manage Office365 licensing adds, moves, and changes.

Security, Access, and Risk Management

The selected vendor will:
- Provision/re-provision new and existing user IDs in Active Directory, and give appropriate predefined permissions for software, file, email, and printer access.
- Assess technology risks and keep EmployIndy system staff informed of risks as they pertain to EmployIndy and WorkOne Indy.
- Maintain an IT risk-register and present findings during the monthly meetings
- Provide monthly summary reports and environmental "Network Health Reports." These reports will show trouble tickets logged by the helpdesk and outlining potential risks.

- Meet with the EmployIndy IT leadership to provide analysis of related risks as well as monthly reports such as environmental health reports, ticket requests, and Office 365 account assignments.
- Assist with the development of backup and disaster recovery policies and testing - to be completed no less than quarterly.

<u>Hardware Lifecycles and Asset Management</u>

The selected vendor will:
- Research and suggest appropriate upgrades, new technologies and equipment purchases to the EmployIndy system.
- Handle incident diagnostics, research, isolation, resolution, root cause analysis, and documentation for routine work on the EmployIndy and WorkOne networks.
- Provide systems administration for all servers and equipment attached to the network .
- Document IT equipment and service changes in an appropriate tracking system and perform one physical inventory audit of IT equipment and services per year.
- Provider will manage EmployIndy's maintenance agreements with software and hardware vendors, and will provide quotes for maintenance renewals.
- Provider will manage relationships with hardware and software vendors for replacement components and warranty work.
- Provider will maintain a copy of an encrypted "Digital Binder" containing system notes and educational material at EmployIndy's downtown office and WorkOne Indy.

## III. Specifications

### Governing Authority

By statute, EmployIndy has responsibility for developing the workforce of Marion County. EmployIndy establishes both policy and operational processes as mandated by WIOA. Successful applicants who receive WIOA funds should also be familiar with federal, state, and local laws, regulations, and policy concerning workforce development, the Wagner-Peyser program, and other partner programs. More information can be found via the U. S. Department of Labor's site at http://www.doleta.gov/WIOA/ and the DWD site at http://www.in.gov/dwd. The terms and conditions of this RFP and resulting contracts may change based on any Federal or State legislative changes.

### Contract Type, Program Period, and Available Funding

Contracts executed as a result of this RFP will be paid through cost reimbursement based on the scope of work for negotiated services, deliverables, outcomes, and outputs. The single funding source will be Federal, State, and Local funds, and EmployIndy will contract between $250,000 and no more than $350,000 over a period of 12 months. The IT provider will serve in this role from January 1, 2022 until December 31, 2022, with an option for parties to extend the services for up to two successive years through December 31, 2024.

**Technical Qualifications**

To be eligible for consideration, individuals or organizations submitting
proposals must demonstrate:
1. No financial or policy interest in EmployIndy;
2. Experienced staff or subcontractors to provide the services described herein or must show the ability to acquire such staff;
3. Demonstrated experience in effectively performing similar types of services in the public or private sector;
4. Ability to contract with EmployIndy for the delivery of services in a timely manner for the delivery of these services;
5. Ability to fulfill contract requirements, including the indemnification and insurance requirements;
6. Satisfactory performance under a current or past contract with EmployIndy or another Workforce Development Board for similar services, when executing existing and/or previous contracts;
7. Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by EmployIndy;
8. Capability to fiscally and administratively provide and manage the proposed services on a cost-reimbursement basis, to ensure adequate audit trail, to maintain audit ready files, and to monitor its own organization files (internal audit function);
9. Knowledge and understanding of Federal Fair Labor Standard Act and Indiana Department of Employment and Training Act (IC 22-4 et seq.) and accompanying rules, regulations and policy directives regarding the Workforce Investment Act programs issued by the Indiana Department of Workforce Development; and
10. Knowledge and understanding of OMB's Uniform Guidance at 2 C.F.R. part 200. More information can be found at:
    a. [https://www.gpo.gov/fdsys/granule/C.F.R.-2014-title2-vol1/C.F.R.-2014-title2- vol1-part200/content-detail.html](https://www.gpo.gov/fdsys/granule/C.F.R.-2014-title2-vol1/C.F.R.-2014-title2- vol1-part200/content-detail.html);
    b. [www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal- awards](www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal- awards); or
    c. [cfo.gov/wp-content/uploads/2015/09/9.9.15-Frequently-Asked-Questions.pdf](cfo.gov/wp-content/uploads/2015/09/9.9.15-Frequently-Asked-Questions.pdf)

**Terms & Conditions**

1. A bidder or its principals shall be in good standing, not debarred or suspended, proposed for debarment, declared ineligible or otherwise excluded from entering into a financial agreement of federal or state funds.
2. Local, small, minority, and women owned businesses are encouraged to respond and shall not be discriminated against during proposal review.
3. EmployIndy is an equal opportunity employer. All bidders shall certify the same.
4. The bidder certifies and agrees that it will provide and maintain a drug-free workplace.

5. Issuance of the Request for Proposal does not commit EmployIndy to award a contract, to pay costs associated with proposal development or to procure or contract for goods and/or services.
6. EmployIndy reserves the right to reject any and all proposals if it is in the best interest of EmployIndy to do so and waive any minor informalities or irregularities in the RFP process. EmployIndy shall be the sole judge of these irregularities.
7. For the top-ranked bidder(s) selected, references or other points of contact as necessary will be made and any comments will be used to complete the evaluation process. EmployIndy reserves the right to enter into negotiations with one or more bidders as a result of the RFP evaluation process and enter into a best and final negotiation with one or more of the bidders.
8. EmployIndy will consider non-responsive any submittal for which critical information is omitted, lacking or represents a major deviation from the RFP, or submission after the due date.
9. Other issues of grievances, hearing resolutions and authority shall be addressed prior to award of contract and relevant issues may be stated within contract. EmployIndy reserves the right to negotiate proposed outcomes, budget, and other matters prior to execution of the contract.                    Bidders shall certify either no real or apparent conflict of interest exists in carrying out the scope of work described, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.

## Proposal Format

Each respondent is requested to submit their proposal in a format suitable for ease of review with minimum repetitious material. To maintain comparability of proposals, please prepare your submission using Microsoft Word and typed in 12-point font, double-spaced, with numbered pages at the bottom of each page. The Organizational Capability and Qualifications, Coordination of Service Delivery Plan, and Budget Narrative should not exceed 20 pages. The page limitation does not include the Proposal Cover Sheet or the requested attachments.

## Proposal Cover Sheet

The Proposal Cover Sheet should not exceed a single page and shall include:
● The title of the proposal;
● The respondent's organization name, address, phone number and web address;
● The name of the person authorized to negotiate contracts and make decisions for the organization, their direct phone number and email address;
● The total funds requested;
● A proposal summary briefly describing the services to be provided; and
● The authorized signature and submittal date.

## Organizational Capability and Qualifications

The respondent must provide an overview of its organization and staff, capability and qualifications to successfully carry out the services described herein. This description must include:

- A company history including the organization's mission, vision, governance structure, and legal status;
- The number of employees, including an organizational chart specific to the proposed service delivery plan as an attachment;
- The qualifications of all key management and staff conducting the proposed services, include resumes, job descriptions and/or profiles for all key staff as attachments; and
- The experience and or prior work that demonstrates expertise in executing and delivering the services described in this solicitation.
- To be eligible for consideration, individuals or organizations submitting proposals must also meet the following technical qualifications:
- No financial or policy interest in EmployIndy;
- Experienced staff or subcontractors to provide the services described herein or must show the ability to acquire such staff;
- Demonstrated experience in effectively performing similar types of services in the public or private sector;
- Ability to contract with EmployIndy for the delivery of services in a timely manner for the delivery of these services;
- Ability to fulfill contract requirements, including the indemnification and insurance requirements;
- Satisfactory performance under a current or past contract with EmployIndy for similar services, when executing existing and/or previous contracts;
- Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by EmployIndy;
- Capability to fiscally and administratively provide and manage the proposed services on a cost-reimbursement basis, to ensure an adequate audit trail, to maintain audit ready files, and to monitor its own organization files (internal audit function);
- Knowledge and understanding of Federal Fair Labor Standard Act and Indiana Department of Employment and Training Act (IC 22-4 et seq.) and accompanying rules, regulations and policy directives regarding the Workforce Investment Act programs issued by the Indiana Department of Workforce Development; and
- Knowledge and understanding of OMB's Uniform Guidance at 2 C.F.R. part 200. More information can be found at:
    - https://www.gpo.gov/fdsys/granule/C.F.R.-2014-title2-vol1/C.F.R.-2014-title2-vol1-part200/content-detail.html;
    - www.federalregister.gov/documents/2016/02/16/2016-02473/uniform-administrative-requirements-cost-principles-and-audit-requirements-for-federal-awards; or
    - cfo.gov/wp-content/uploads/2015/09/9.9.15-Frequently-Asked-Questions.pdf

**Detailed Questions**

The proposal narrative should describe the respondent's previous experience and/or approach related to the detailed questions outlined below, which align with the requested scope of services.

## Governance and Project Management

- Describe your governance process and the management structure your organization intends to implement for managing its relationship with us.
- Describe how your organization monitors its performance of services. Provide examples of performance metrics, benchmarking techniques, and report content. Explain how performance monitoring is leveraged to promote continuous process improvement.
- Describe your approach for ongoing communication with the customer base. Provide examples you have used with clients to help manage change and set service expectations.
- Describe how your organization proposes to manage the transition of in-scope services to your organization without disruption to EmployIndy business and services. The transition plan must include sections that identify the tasks, timeframes for the tasks, milestones, roles and responsibilities for EmployIndy and Service Provider personnel, and any major task contingencies.
- Explain your organization's experience in providing strategic and operational planning, technology standards and policy enforcement assistance to customers. Cite any references of organizations similar to those of whom you have provided strategic planning assistance.
- How do you identify efficiencies or changes as personnel, technology, environment, etc. changes?
- Provide examples where you have led real technology changes, particularly related to the EmployIndy goals stated previously.

## Technical Support

- Please describe your help desk methodology and approach - including any tools, technology, and people you intend to use to meet and/or exceed EmployIndy requirements and expectations, and any processes involved with connecting help desk tickets to third-party Service Providers.
- Describe the methodology that your organization will implement to assure EmployIndy  that its IT infrastructure, systems, and applications will be kept current with industry advances. Please be specific.
- Please describe your approach to measuring and maintaining a high level of quality and accuracy of your asset management database for both hardware and software assets.
- How will you address End of Life planning on both software and hardware and how will you keep us informed of future needs for budgeting?
- Please describe your methodology surrounding patch management for both desktop and server areas.
- Describe your organization's approach to assessing the EmployIndy's application vulnerabilities and security/cyber security risks.
- Describe your process and any tools your organization will utilize/implement to enable centralized security monitoring of network traffic, and provide automated alerts upon detecting violations

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Coordination of Service Delivery Plan

The proposal narrative should describe how the respondent plans to fulfill duties within the scope of services. Where relevant, please include a timeline, schedule of activities with services, and key dates for the plan. Please include a plan and timeline for transition from current IT provider, if needed.

Diversity, Equity, Inclusion, and Belonging

Does your agency have a stated commitment to diversity, equity, and inclusion in your governing strategic plans or program policies? If so, please share that statement.

XBE Status

EmployIndy prioritizes the use of minority business enterprises (MBE), women business enterprises (WBE), veteran business enterprises (VBE), and disability-owned businesses – collectively known as XBEs – when requesting proposals for new contracts. EmployIndy recognizes only the state's certification of an XBE, or a certification by the City of Indianapolis Office of Minority and Women Business Development.

Budget and Budget Narrative

The respondent should provide an outline of their financial management structure, including experience and/or expertise managing and accounting for Federal and/or State Funds. A brief description of the staff structure and internal control system in place should also be included in the narrative, and a copy of the organization's most recent financial audit should be attached.

Each proposal must include an operational budget using Attachment A. The budget narrative should consist of the proposed costs for executing the Coordination of Service Delivery Plan, along with description justification of the costs.

For the purpose of this RFP, cost categories must include:
- Personnel and Fringe – Includes the staffing costs, position types, and levels and numbers of positions, FICA unemployment insurance, worker's compensation, disability, life insurance, retirement costs and medical coverage as per your policies. Fringe rates must not be less than 7.65% or exceed 25% of total salaries and wages. The types of fringe benefits should be specified in the narrative.
- Furniture and Equipment – This category includes
- Staff Development & Travel – Includes all travel and training costs.
- Admin/Overhead –Includes administrative and overhead costs for operating the program, costs to maintain the physical space necessary to deliver services, furniture and equipment costs. The cap for overhead and profit combined is 10 percent of the total program budget.
- Profit – For-Profit entities may propose a reasonable profit amount that will be negotiated and based on performance. The U.S. Office of Management and

Budget issues circulars that provide guidelines on cost principles. The cap for overhead and profit combined is 10 percent of the total program budget.
- Total – This is the total proposed cost for providing the services during the specified time period covered by the specific budget worksheet.

**Proposal Submission**

RFP Timeline

Beginning Wednesday, September 29, 2021 the RFP will be available to download from the EmployIndy website: www.employindy.org. If you are unable to access or download the RFP, please contact: Carla Montgomery at cmontgomery@employindy.org.

Applicants must submit one (1) electronic copy of responses. Please note that EmployIndy will not reimburse vendors for any costs they incur in developing their response.

All responses should be submitted no later than 11:59 p.m. EST, November 3, 2021 at https://employindy.org/contractopp.

| Activity | Schedule |
|---|---|
| RFP Issued | Wednesday, September 29, 2021 |
| Deadline to Submit Questions | Friday, October 8 at 11:59pm ET |
| Q&A Posted | ~~By COB Tuesday, October 12~~ By COB Tuesday, October 19 |
| Letter of Intent to Respond | ~~Friday, October 15 at 11:59pm ET~~ Friday, October 22 at 11:59pm ET |
| RFP Responses Due | ~~Wednesday, October 27 at 11:59 ET~~ Wednesday, November 3 at 11:59pm ET |
| Review Team Deliberation | ~~Week of November 1~~ Week of November 8 |
| Bidder Presentations* | ~~Monday, November 8 and Tuesday, November 9~~ Tuesday, November 16 |
| Notice of Award (per Board approval) | ~~Week of December 1~~ Week of December 6 |

| *As necessary |
|---|

Technical Assistance

Entities may submit questions to https://employindy.org/contractopp until Friday, October 8, 2021 at 11:59 pm ET. A response to all questions will be available no later than close of business on Tuesday, October 12, 2021 and posted at www.employindy.org. If it becomes necessary to revise any part of this RFP, an addendum will also be posted on the EmployIndy website.

Evaluation Criteria

All respondents are advised that each proposal will be evaluated based on responsiveness to this RFP. Proposals will be reviewed for completeness, clarity and adherence to stated requirements. Proposals will be evaluated based on the criteria described below and points will be applied for scoring in rank order from the highest to lowest. However, EmployIndy reserves the right to select lower ranked proposals when warranted. Such selection of proposals shall be made at the sole discretion of EmployIndy.

| Evaluation Criteria | Max Points |
|---|---|
| **Organizational Capability & Qualifications**<br>Points will be applied based on the experience and perceived capabilities of both the organization and their staff to successfully complete the proposed service delivery to meet the needs of the service group. | **15** |
| **Proposal Narrative & Detailed Questions**<br>Points will be applied based on the planned approach described in answers to the detailed questions within governance, project management and technical support, including an evaluation of the respondent's ability to tie the scope of services to EmployIndy's vision for technology. Innovative approaches that do not align completely with the scope of services are welcome but should be fully explained. | **40** |
| **Coordination of Service Delivery Plan**<br>Points will be applied based on how well the respondent describes the plan to fulfill duties within the scope of services including clarity of timeline and activities. | **10** |
| **Diversity, Equity, Inclusion, Belonging**<br>Points will be applied based on the expressed commitment to diversity, equity, and inclusion; expression of this commitment in organizational | **10** |

| | |
|---|---|
| policy; demonstration of its practices in operations and programmatic areas; and the depth and quality of its accountability mechanisms. | |
| **XBE Status**<br>Points will be applied based on organizations who are certified as an XBE. | **5** |
| **Budget & Budget Narrative**<br>Points will be applied based on the overall cost and justification proposed by the respondent, including an evaluation of the respondent's ability to appropriately manage and account for the contract funds. | **20** |
| **Total Points** | **100** |

**Attachment A: Budget Summary**

| Budget | |
|---|---|
| **Cost Category** | **Category Sub-Total** |
| Personnel & Fringe | $ |
| Direct Participant | $ |
| Direct Participant Work Experience | $ |
| Staff Development & Travel | $ |
| Administrative/Overhead | $ |
| Indirect | $ |
| Profit | $ |
| **Total Amount Requested** | $ |