EmployIndy
GUIDING MARION COUNTY'S WORKFORCE

NOTIFICATION OF REQUEST FOR PROPOSALS

Provision of
IT Managed Service Provider(s)

Issued: February 10, 2025

**Proposals must be received no later than 11:59 pm EDT
March 14, 2025**

Contract Period:
Three Years
With option to extend for up to two additional years

RFP# 2025-002

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

EmployIndy, its programs, and contract service providers are Equal Opportunity employers/programs.
Auxiliary aids and services are available upon request to individuals with disabilities.

Contents

Introduction

EmployIndy guides the local workforce ecosystem and makes strategic investments to remove barriers to quality employment for all Marion County residents. Our vision is for all Marion County residents to have access to services and training necessary to secure a livable wage and grow in a career that meets employer demand for talent. As the workforce development board for Marion County, guided by 24 business, civic, education and nonprofit community leaders, EmployIndy invests over $20 million in public, private and philanthropic funds for both youth and adults annually.

To prioritize operational efforts, effectively allocate resources, and drive impact, EmployIndy has identified four Strategic Goals that will guide our work across four organizational interventions:

- Goal 1: Elevate implementation of high-quality initiatives for individuals and employers to succeed in a rapidly changing 21st Century economy.
- Goal 2: Build capacity among ecosystem partners to ensure quality services through training and support across Marion County.
- Goal 3: Utilize data to prioritize equity among interventions in the workforce development ecosystem that lead to economic mobility.
- Goal 4: Promote and support systems change to ensure an enabling environment that promotes success in the education through workforce pipeline.

To guide our work in achieving these goals, our strategic plan focuses on four primary interventions that we know make a difference for our participants' economic prosperity and our partners' impact on the community:

- **Career-Connected Learning** : Prepares students for success in the 21st-century economy by providing real-world work experiences with local businesses to inform career choices and build skills.
- **Coaching + Training**: As the economy evolves and businesses grow to require workers with additional specialized skills, post-secondary training is a necessity for most workers. Coaching helps students and jobseekers navigate options and persist through completion.
- **Talent Connection**: As an intermediary, EmployIndy serves both workers seeking employment and businesses seeking workers. Individualized connection services create efficiencies in the job-placement process, offering assistance to ensure the best fit for both parties.
- **Good Jobs**: Businesses will be competitive and thrive in the global marketplace when they invest in job quality and wage equity practices in collaboration with the workforce ecosystem to provide high-quality experiences for their workers to prosper.

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Technology Environment at EmployIndy

EmployIndy is soliciting proposals for one or more Information Technology Managed Service Providers. We are seeking IT service providers to provide both infrastructure and application services for our organization.

Service providers would be responsible primarily for 55 employees and secondarily 56 contractors and state employees. The provider(s) would support both our downtown headquarters in PNC Center and our WorkOne Indy location, and to a much lesser degree, high schools where we run our Jobs for America's Graduates program. Our downtown office staff work a hybrid schedule in the office three days per week and from home, and are equipped with the proper technology for this work. Our WorkOne staff work fully in-office, as they serve the public.

EmployIndy does not have an in-house IT staff, so we are looking for a provider that can lead on strategy and operations while providing deskside and help desk support to our staff. The provider would make decisions in collaboration with our Executive Vice President of Finance and Operations, and in discussion with our Executive Team.

EmployIndy's application environment and file storage is largely cloud-hosted. We have shifted the majority of our application functions to Microsoft applications and we are seeking a provider with expertise in MS Dynamics CRM, PowerPlatform, SharePoint, Teams and Azure.

We have no on-premise phone system at the downtown office and do not provide cell phones to staff, instead providing phone services through the Zoom application on employees' personal cell phones. Our WorkOne Indy office has a phone system with a designated service provider.

Our WorkOne Indy office is home to EmployIndy employees as well as IN State and 3rd Party Service Provider employees. State and Service Provider employees use laptops issued by their own employers, but use our network infrastructure and active directory. The WorkOne facility serves the public and provides clients with individual public terminals and classroom computers.

Scope of Services

This RFP includes both infrastructure and application services. Vendors can bid on the entire RFP or just infrastructure or application services.
Infrastructure and application services vendors can partner together to submit a combined proposal but are not required to do so. If vendors choose to partner together, they must indicate which vendor will take the lead for managing all IT services.

Objectives

The IT service provider will be responsible for the following:

Both Infrastructure and Application Services
1. Provide strategic guidance on IT operations;
2. Ability to develop statements of work for one-time projects;
3. Onboard and offboard technology assets and system access for new and departing employees;
4. Provide regular communication and reporting to EmployIndy's Executive Team;
5. Provide training on commonly used systems.

Infrastructure Services
1. System administration and monitoring of servers, network equipment and PCs.
2. IT hardware asset management
3. On-site support
4. Help desk services
5. Cybersecurity
6. Application system administration and access management

Application Services
1. Application configuration and support for commonly used applications.
2. Software asset management
3. Application portfolio management
4. Data management

Detailed Services

Both Infrastructure and Application Services

The following are services and responsibilities that both Infrastructure and Application Services vendors are expected to provide.
- 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 the onboarding and offboarding of staff with appropriate hardware and application access, including active directory.
- Provide training to staff on hardware and software systems as-needed.
- Produce monthly reports on services rendered, license allocation, hardware and software lifecycle management, and recommendations for upgrade, replacement, or maintenance.
- Manage IT support vendors as needed.
- Establish and manage a data governance framework, including clear rules and policies around who can access certain types of data (such as FERPA data), and who can share certain types of data.
- Provide quotes and scopes of work for one-time projects.

Infrastructure Services

System Administration and Monitoring
The vendor is expected to be responsible for the following monitoring activities:
- Provide systems administration for all servers, network equipment, PCs and any other equipment attached to the network
- Handle incident diagnostics, research, isolation, resolution, root cause analysis, and documentation for routine work on the EmployIndy and WorkOne networks.
- Monitor the network health and performance for EmployIndy and WorkOne Indy Offices.
- Monitor and manage the health of the physical and virtual servers and network equipment at EmployIndy and WorkOne Indy Offices.
- Provide or recommend tools for network and server monitoring that will be managed by the vendor.
- Provide or recommend tools for help desk ticketing, knowledge base management and remote access that will be managed by the vendor.

Hardware Asset Management

The selected vendor will be responsible for the following asset management duties:

- Document IT equipment (make, model, assigned user, location, etc) and configuration changes in an appropriate tracking system;
- Perform one physical inventory audit of IT equipment per year.
- Research and suggest appropriate upgrades, new technologies and equipment purchases to the EmployIndy IT leadership.
- Manage EmployIndy's maintenance agreements with hardware vendors and provide quotes for maintenance renewals.
- Establish and manage relationships with hardware vendors for replacement components and warranty work.
- Produce monthly reports on services rendered, hardware lifecycle management, and recommendations for upgrade, replacement, or maintenance.
- Establish and manage a technology refresh schedule for PCs, peripherals, servers, network equipment and other physical IT assets.
- Retire and scrub confidential data from PCs being replaced to DoD 5220.22M standards
- Managed the decommissioning and destruction of old physical assets including PCs, servers, and network equipment.

Application System Administration and Access Management

- Provision/re-provision new and existing user IDs in Active Directory, and give appropriate predefined permissions.
- Create, manage and optimize access and permission profiles for staff across all applications.

On-Site Support

The vendor is expected to provide the following on-site support services:

- Provide onsite support a minimum of once per week at EmployIndy's downtown headquarters 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 PCs, network infrastructure, network connection, servers and backup equipment at the EmployIndy downtown headquarters and WorkOne Indy office.
- Manage and maintain the A/V equipment in our conference rooms and classrooms at the EmployIndy downtown headquarters and WorkOne Indy office.

Help Desk

The vendor is expected to provide the following remote support services:

- The vendor's help desk 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 help desk will answer, evaluate, and prioritize incoming requests from EmployIndy, WorkOne, and JAG sites.
- The help desk will enter all requests (calls and email) into a ticketing portal (provided by the vendor) and prioritize tickets prior to resolving the issue or dispatching appropriate resources.
- The vendor will maintain and continually update a knowledge base used by the help desk to help fix problems employees might encounter.
- 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 vendor (if different from the Application Services vendor) will work with the Application Services vendor to create and update knowledge base articles on EmployIndy applications, so that the help desk can support application issues.
- The vendor (if different from the Application Services vendor) will incorporate the Application Services vendor in the help desk workflow, so that application issues are routed to the appropriate people on the Application Services team.
- The help desk will manage Office365 licensing adds, moves, and changes.
- Provide monthly summary reports that show trouble tickets logged by the helpdesk and outlining potential risks.

Cybersecurity and Risk Management

The vendor is expected to be responsible for the following security, access and risk management duties:
- Manage cybersecurity efforts for EmployIndy.
- Assess cybersecurity risks and keep EmployIndy leadership informed of risks as they pertain to EmployIndy headquarters and WorkOne Indy offices.
- Maintain an IT risk-register and present findings during the monthly meetings.
- Provide or recommend tools for cybersecurity and endpoint protection that will be managed by the vendor.
- Establish and maintain a CMDB.
- Establish and maintain a BCDR (Business Continuity, Disaster Recovery) plan, including risk assessment and BIA (Business Impact Analysis).

Application Services

Application Configuration and Support

The vendor is expected to be responsible for the following:
- Manage our Microsoft Dynamics CRM environment.
- Work with staff to make configuration changes to optimize the Microsoft Dynamics CRM environment.
- Develop applications and features, as needed, using Microsoft PowerPlatform.
- Manage the configuration and maintenance of our SharePoint environment
- Manage EmployIndy's support agreements and relationships with application vendors.
- Provide and facilitate support for our commonly used applications.

- Create and update knowledge base articles on EmployIndy applications to aid the help desk (Infrastructure Services).
- Manage the onboarding and implementation of new applications in our environment

Software Asset Management
- Meet with the EmployIndy IT leadership to provide analysis of license assignments.
- Routinely audit license assignments.

Application Portfolio Management
- Work on application portfolio consolidation to reduce redundant applications in our environment.
- Lead and manage upgrades and migrations.
- Provide guidance on recommending new applications, when needed.

Data Management
- Manage, maintain and develop our data environment which includes Azure, Fabric and PowerBI.
- Develop and maintain PowerBI visualization tools for staff
- Establish and maintain API's between systems.
- Provide API support for integrating with third party applications, as needed.

Service Level Agreements

Vendor responses to this RFP should include proposed Service Level Agreements (SLAs). Below are rough approximations of what we are looking for:

Infrastructure Services SLAs

Uptime and Availability:

- Minimum 99.9% uptime for all critical systems and infrastructure.
- Scheduled maintenance to occur during predefined maintenance windows with at least 48 hours' prior notice.

Incident Response Times:

- Priority 1 (Critical): Response within 15 minutes; resolution within 4 hours.
- Priority 2 (High): Response within 30 minutes; resolution within 8 hours.
- Priority 3 (Medium): Response within 1 hour; resolution within 24 hours.

Backup and Disaster Recovery:

- Daily backups with a retention policy of 30 days.
- Disaster recovery time objective (RTO): 4 hours.

- Recovery point objective (RPO): Maximum data loss of 1 hour.

Performance Metrics:

- Network latency not exceeding 50ms for local connections and 100ms for international connections.
- Bandwidth availability at 95% or above during peak usage.

Change Management:

- All changes must follow a documented change control process with approval and rollback plans.

Help Desk SLAs

Availability:

- Support hours: M-F 8am – 5pm year-round except designated holidays.
- Average wait time for live support: Less than 1 minute for calls and chat.

Ticket Response and Resolution Times:

- Priority 1 (Critical): Response within 5 minutes; resolution within 2 hours.
- Priority 2 (High): Response within 15 minutes; resolution within 4 hours.
- Priority 3 (Medium): Response within 1 hour; resolution within 1 business day.
- Priority 4 (Low): Response within 4 hours; resolution within 5 business days.

First Contact Resolution (FCR):

- Target: 85% of tickets resolved on first contact.

User Satisfaction:

- Monthly user satisfaction score of 90% or higher based on surveys.

Escalation Protocols:

- Defined escalation paths with updates to stakeholders every 30 minutes for unresolved Priority 1 tickets.

Application Services SLAs

System Availability:

- Minimum 99.9% availability for critical applications during business hours.
- Scheduled downtimes limited to 2 hours per month.

Incident Management:

- Priority 1 (Critical): Response within 15 minutes; resolution within 2 hours.
- Priority 2 (High): Response within 30 minutes; resolution within 8 hours.
- Priority 3 (Medium): Response within 4 hours; resolution within 3 business days.

Application Updates and Patches:

- Critical patches deployed within 24 hours of release.
- Routine updates scheduled monthly with a one-week notification period.

Performance Metrics:

- Page load time: 2 seconds or less for 95% of transactions.
- Application response time: Within 3 seconds for 95% of API calls.

Change Management:

- All changes must follow a documented change control process with approval and rollback plans.

Current Challenges and Future State

Application Consolidation
We've worked to reduce the number of redundant applications in our environment, and shift towards Microsoft applications, where available. However, we still have some applications that could be consolidated for purposes of efficiency and integration. A lot of internal processes were built using Airtable, and we'd like to explore replacing these processes with PowerPlatform. Our resource library and training environment were built on Wordpress, and we'd like to explore migrating this functionality to SharePoint or other Microsoft environments.

PC and Equipment Refresh
We are looking for a vendor to help us implement a tech refresh program to help us keep costs consistent from year-to-year and ensure equipment is replaced on a regular frequency.
We are proposing a 7-year refresh cycle for network and infrastructure equipment, and a 3-year refresh cycle for PCs.

Reduction of Physical Servers
We are looking for a vendor to help us migrate off of our 5 physical servers. We have 3 active directory domain controllers, and 2 servers which support computer lab thin clients at our WorkOne Indy location.

Record Retention

We would like a vendor to help us enforce record retention policies in our email and document management environments.

Office 365

Staff need a clearer understanding of how to get the most functionality out of applications like SharePoint, Teams, OneDrive, Planner, and other standard Microsoft offerings. There is often confusion around when it is appropriate to use SharePoint, Teams or OneDrive for file storage. For example, OneDrive tends to be used for storage in situations where SharePoint would be more appropriate – as many teams store important information on their personal OneDrive accounts. It would be beneficial for a vendor to help EmployIndy transition teams to use SharePoint and Teams more effectively for increased collaboration and knowledge sharing.

Microsoft Dynamics CRM ("The Engine")

Our Microsoft Dynamics CRM (referred to as "The Engine" at EmployIndy) is used by most of the teams at EmployIndy, to varying levels of satisfaction and success. Its functions include Account Management, Partnership Management, Grant Management, Contract Management, Event Management, Sales and more. Every team that uses it has different use cases. Different functions were built and customized at the direction of different teams in a disconnected and siloed manner, meaning that data does not always flow well within the CRM, and it's not as efficient as it could be.

There is a need to review and define current security roles and use scenarios to ensure users have the proper access to complete specific functions, while ensuring that sensitive student data is restricted to only certain employees.

The CRM is custom build and continues to need modifications and updates as data deliverables and outcomes change. Currently the CRM needs a thorough review of functionality, as there are inputs and functions that are not used or are used inconsistently. There are also build-outs and functions that could be better utilized or better defined for efficiency and ease in use and analytics.

Finally, there is the need for thoughtful data governance around the CRM. Staff don't always enter data consistently and in a standardized format, and important fields are sometimes left blank. Guidelines need to be put around account creation and modification to ensure redundant data isn't duplicated.

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 the federal Workforce Innovation & Opportunity Act (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 funding sources will be Federal, State, and Local funds as well as philanthropic grants. EmployIndy will contract between $150,000 per year and no more than $250,000 per year over a period of 3 years (not including software licensing, maintenance, hardware maintenance, hardware replacement or special projects). The IT provider(s) will serve in this role from March 1, 2025 until February 1, 2028, with an option for parties to extend the services for up to two successive years through February 1, 2030.

Technical Qualifications

To be eligible for consideration, respondents submitting proposals may not have a financial or policy interest in EmployIndy and must demonstrate:
1. Experienced staff or subcontractors to provide the services described herein or must show the ability to acquire such staff;
2. Demonstrated experience in effectively performing similar types of services in the public or private sector;
3. Ability to contract with EmployIndy for the delivery of services in a timely manner;
4. Ability to fulfill contract requirements, including indemnification and insurance requirements;
5. Satisfactory performance under a current or past contract with EmployIndy for similar services, when executing existing and/or previous contracts if a recipient of a past EmployIndy contract;
6. Capacity to maintain adequate files and records and meet reporting requirements, as prescribed by EmployIndy;
7. 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);
8. Knowledge and understanding of OMB's Uniform Guidance at 2 CFR 200.

Contracting Terms

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 RFP 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. Payment for services will be negotiated.
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.
9. Proposals received after the issued due date will be considered non-responsive and will not be reviewed or evaluated.
10. 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 actual execution of the contract.
11. Bidders shall certify either no real or apparent conflict of interest exists in carrying out the proposed scope of work, or where conflict(s) of interest may exist; such potential conflicts must be clearly disclosed in the proposal.
12. All submitted proposals are considered the property of EmployIndy and are considered confidential.

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:
- 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.

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.

1. Describe your governance process and the management structure your organization intends to implement for managing its relationship with us.
2. 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.
3. How do you identify efficiencies or changes as personnel, technology, environment, etc. changes?
4. Provide examples where you have led real technology changes, particularly related to the EmployIndy goals stated previously.

Coordination of Service Delivery Plan

The proposal narrative should describe how the respondent plans to fulfill the duties described in the Scope of Services section of this RFP. 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.

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 Grant 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 break out operational and one-time transition costs. The budget should cover 3 years and be broken into infrastructure services and application services, pertaining to which services are being bid on. The budget narrative should consist of the proposed costs for executing the Coordination of Service Delivery Plan, along with justification of the costs.

Proposal Submission

RFP Timeline

Beginning Monday, February 10, 2025 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: Danielle Pamer at dpamer@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, March 14, 2025, at https://employindy.org/contractopp.

Dates	Activity
Monday, February 10	Release RFP
Friday, February 21	Deadline to Submit Questions
Wednesday, February 26	Q&A Posted by 5pm ET
Friday, March 14	RFP Responses Due by 5pm ET via online portal
Week of March 17	Review Team Deliberations
Week of March 24	Bidder Presentations
Monday, March 31	Notice of Award, beginning of contract negotiations

Technical Assistance

Entities may submit questions to https://employindy.org/contractopp until Friday, February 21, 2021 at 11:59 pm ET. A response to all questions will be available no later than close of business on Wednesday, February 26, 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. Selection of proposals shall be made at the sole discretion of EmployIndy.

Evaluation Criteria	Maximum Points
Organizational Capabilities and Qualifications Points will be applied based on the experience and perceived capabilities of both the vendor and their staff to successfully complete the proposed service delivery to meet the needs of this request for proposals.	15
Proposal Narrative and Detailed Questions 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.	50
Budget and Budget Narrative Points will be applied based on the overall cost and justification proposed by the respondent.	30
XBE Status Points will be given to agencies who are certified as an XBE.	5
Total Points	100

Appendix A: IT Infrastructure

EmployIndy's IT infrastructure span two primary locations: the EmployIndy downtown office and WorkOne Indy.

EmployIndy Downtown
101 W. Washington St
Suite 1200, East Tower
Indianapolis, IN 46204

WorkOne Indy
4410 N. Shadeland Ave
Indianapolis, IN 46226

Hardware at EmployIndy

	EmployIndy Downtown	WorkOne Indy	Total
Laptops	97	132	229
Desktops		122	122
Raspberry Pi		29 (4 offline)	29
Physical Server	1	5	6
Virtual Server	1		1
Routers			0
Switches	3	7	10
WiFi Access Points	4	12	16
Firewall	1	1	2
Printers	1	1	2
Multifunctional Devices, incl. Copiers	2	8	10

Help Desk Ticket Volume

Site	Tickets Per Month	Hours Per Month
EmployIndy Downtown	81	109
WorkOne Indy	96	106
JAG	3	2.75
General Environmental Maintenance	8	3
Total	188	220.75

EmployIndy WAN Diagram

EmployIndy
FortiGate 300E

Internet

VPN

WorkOne
FortiGate 100F
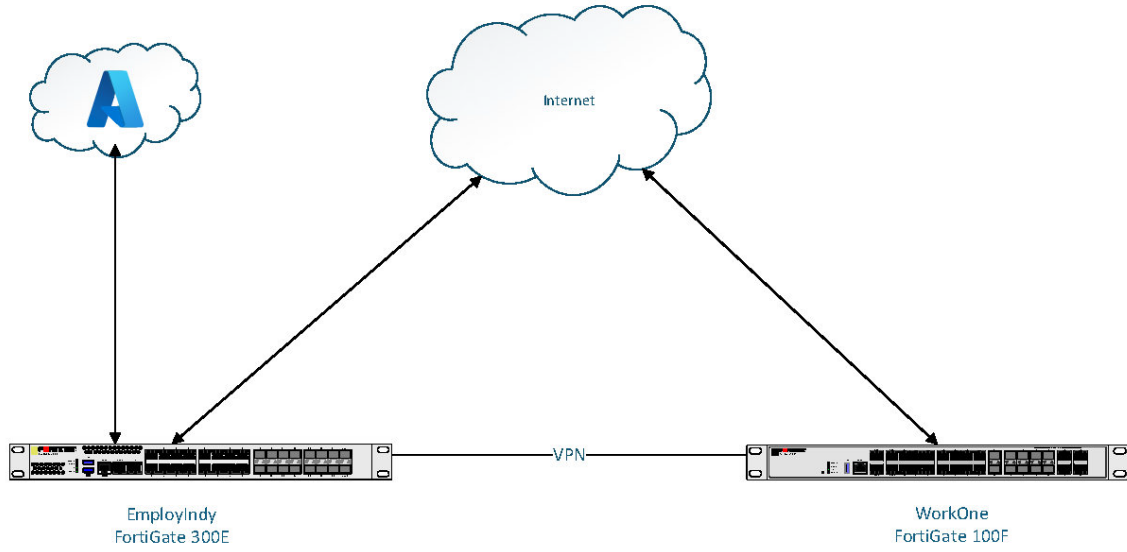
EmployIndy On-Premise Active Directory Domain Diagram

EmployIndy

Domain: IPIC.local
AD3 (PDC/FSMO): 192.168.1.200
EI-AZ-RODC: 172.31.254.4

VPN &
Trust

WorkOne

Domain: WORKONEINDY.local
WOCDAD01 (PDC/FSMO): 10.249.1.1
WOEIAD01: 10.250.0.10

WorkOne LAN Diagram

Internet

VPN

EmployIndy

Public DMZ – 10.248.0.0/24

Private LAN – 10.249.0.0/22

Voice LAN – 10.249.10.0/24

Public Lab Terminals (60)
N-Computing

Public VDI Servers (3)

Workstations

Printers

Servers (2)

Wireless APs (12)

Phones

EmployIndy LAN Diagram

VPN

Internet

VPN

EI-AZ-RODC

WorkOne

Private LAN – 192.168.1.0/24

Workstations

Printers

Wireless APs (4)

Server (1)

Phones

EmployIndy Server/Network Racks

42 U

Patch Panels

HP Procurve 48port Switch

Patch Panels

HP Procurve 24port PoE Switch

Patch Panels

HP Procurve 48port Switch
Cisco Catalyst 24port PoE Switch

Patch Panels

FortiNet 300E
Firewall

Patch Panels

APC UPS
Battery Backup

42 U

Domain Controller 1 – Dell NX430

APC UPS
Battery Backup
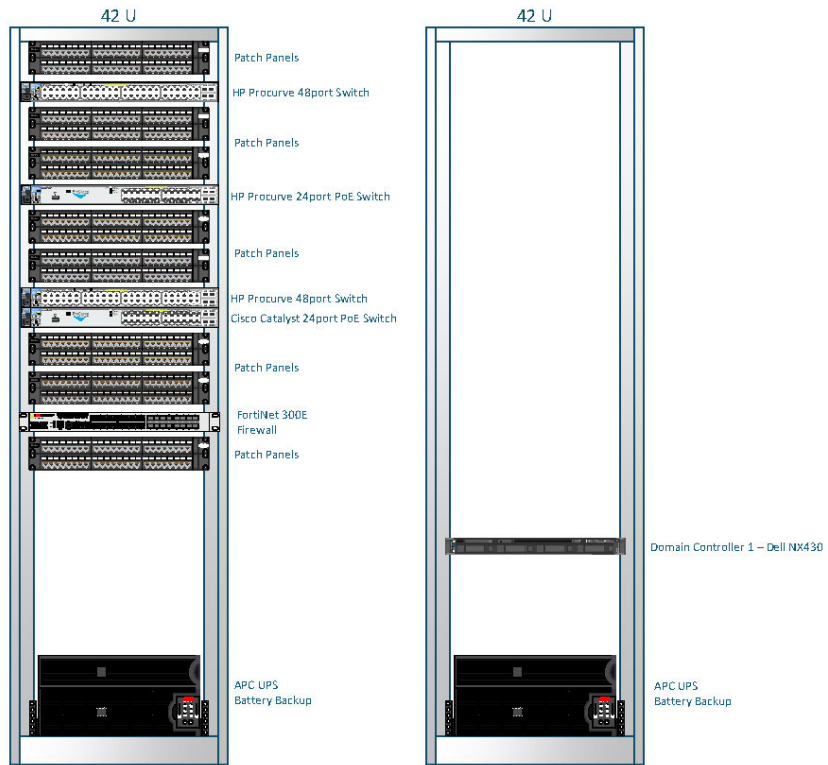
WorkOne Server/Network Racks

42 U

42 U

HP Procurve 48port Switch

Patch Panels

HP Procurve 24port PoE Switch
HP Procurve 48port Switch
HP Procurve 48port Switch

Patch Panels

APC UPS
Battery Backup

FortiNet 100F
Firewall

Patch Panels

HP Procurve 48port Switch
HP Procurve 48port Switch
HP Procurve 48port Switch

Public Lab Server 1 – Dell R430
Public Lab Server 2 – Dell R430
Public Lab Server 3 – Dell R430

Domain Controller 1 – Dell NX430
Domain Controller 2 – Dell NX430

APC UPS
Battery Backup

Appendix B: Applications

Important Applications
Microsoft Dynamics CRM
SharePoint – used for file storage.
Teams – used for remote meetings and collaboration.
Smartsheet
WordPress
Zoom – Phones
Boardable – board management.
Adobe applications
Netsuite – finance and accounting
Paylocity – Payroll and HR
Airtable
Zapier - APIs
Azure
Fabric
Power BI

Applications used by a limited number of users (approximate number of users included)
Dropbox - 24
Google Drive - 56
Loom - 9
Signal Vine - 9
Canvas/Jobvite - 14
Box.com - 13
Articulate 360 – 6
Tovuti

Applications Managed by Current Vendor
The following tools are managed by our current infrastructure vendor. The winning vendor would be responsible for finding replacement applications or migrating information from one instance to another.
Armorpoint
CyberReason
ESET Management Agent
Cynomi
Fortinet
AssetTiger – asset management
Mimecast
Hook Security
ConnectWise – help desk
Veeam – server backups
Wasabi – cloud storage

Appendix C: Microsoft Dynamics CRM Specifications

Our instance of Microsoft Dynamics 365 is the 2024 release wave 2 enabled, running on Server Version 9.2.24102.00194 within the Commercial Cloud. The system features high complexity, including a large Model-Driven App, one Power Pages site, 169 custom tables, 137 cloud flows, and 24 security roles. Licenses include Power Apps Premium and Power Apps per App. The system does not currently utilize Power BI embedded. System documentation is available through walk-through videos.

There are 75 users with 24 defined security roles. Entra serves as the identity management tool. Governance adheres to Microsoft ALM best practices and the principle of granting users the least privileged access necessary. Currently, there is one active developer, and the platform contains one Model-Driven App and no Canvas Apps. While external users are not directly licensed (no Power Apps license is assigned), external parties interact with the system through the Power Pages portal to submit requests for Talent Bound Events.

The system operates within three environments—Dev, Test, and Prod—with each serving distinct purposes: Dev for building and developing functionality, Test for promoting and validating changes, and Prod for live operations. Managed solutions are used, leveraging a single solution for movement across environments.

Integrations include Teams, Excel Online, SharePoint, OneDrive, DocuSign, Xpertdoc, Customer Voice, and a pull integration with Ascend's Dataverse, which retrieves contact data daily. Power Automate Cloud Flows manage integration processes.

Regarding reporting, no reports are currently leveraged within the CRM itself, as reporting is managed externally through Power BI, which utilizes data from the CRM.

Appendix D: Data Environment and Projects

PowerBI Environment

Workspace	Warehouses	Lake Houses	Power BI Reports	Sources
Career Connected Learning	1	2	9	Dynamics, ETO, JAGForce, SharePoint, PivotCX/Preset, Google, Airtable, Internal Excel
Business Partnerships	1	2	4	Dynamics
Business Partnerships	1	1	1	WordPress
Core Values	0	0	N/A	SharePoint (Microsoft Forms)
Research and Strategy	0	0	4	Smartsheets/ Web Connection, SharePoint List
Workforce Solutions	1	0	2	SharePoint, ETO

For most of the PowerBI reports, the data is pulled from the source into a DataStaging Flow which allows the data to be transformed and/or cleaned for use within the Fabric Workspace. After the flow processes it is placed into a semantic model to which the developer can use the SQL Analytics Endpoint (still within Fabric) to build out the columns necessary for reporting. From there, the developer uses PowerBi Desktop and connects to the same endpoint.

Microsoft Dynamics 365:
The core to EmployIndy's data management. The CRM is used heavily by most teams across EmployIndy to input and track various items including; Grant Management, Partnership Management, Account Management, Event Management, Sales, and more. Every team has a different use case. All inputs are accessible internally through Dataverse. Azure is used for security and data movement for analysis into other programs such as PowerBi, Fabric etc. At this time, contractors control the security roles within the software. Not all staff see the same information as other (e.g Youth Data is hidden from many team members to ensure regulatory compliance).

PowerPlatform:
Fabric and PowerBi are the most used programs within PowerPlatform. We also have the Talent Bound Portal which is created through Power Pages and managed within Dynamics to set views and standard settings per external user role and account. PowerAutomate also has small use cases for primarily email notifications of actions within Dynamics.

Fabric:
We currently sit at F2 capacity for Fabric which provides us premium features within PowerBi for data modeling, analytics, and visualizations. What is needed is review, standardization and management of security roles.

APIs:
As of right now, we are in communication with United Way as they are currently building out an endpoint that we could possibly connect to in the future for data stored in ETO (Efforts to Outcomes – a case management system used by Opportunity Youth and the YES Network). For future APIs, we have been tasked with trying to create an API for the Talent Bound Portal (PowerPortals) to connect to school databases to collect student WBL (work-based learning) activities. This has been heavily researched, however, no progress has been made beyond identifying approximately 80% of the data fields needed.

CCL (Career Connected Learning) Data Project:
Career Connected Learning is most widely known as the programs that link youth to career readiness activities, which are defined through 3 different categories (Exploration, Engagement, Experience aka Talent Bound Continuum). The Talent Bound Continuum is used as a tool to define and measure the activities for career development across internal programming and the programs we support.

- Talent Bound : K-12 WBL (Work-Based Learning) Continuum using Exploration, Engagement, and Experience [Internal CRM Sourced]
- Modern Apprenticeship (MAP): Exploration and Experience [Internal CRM Sourced]
- Job Ready Indy: Exploration (Virtual LMS Badging) [Internal/External Airtable Sourced]
- Project Indy: Experience [External PivotCX & Preset Sourced]
- Yes Network: Exploration (JRI Badging and Continuum), Engagement, Exploration (WEX- Work Experience, Job Placement) [External: ETO (Efforts to Outcomes) Sourced]
- Jobs for Americas Grads (JAG) : Exploration, Engagement, and Exploration (WEX, Job Placement) [External Sourced: JagForce]
- WorkOne Next Level Jobs: Experience (Job Placement) [Internal SmartSheets, External ICC]

All programs use different terms for similar activities, in addition to different metrics. The CCL projects' aim is to bring all information from all programs together into one cohesive package to tell the story of Career Connected Learning for both youth and adults, within schools, training providers, community-based organizations, and service providers, and align with describing the footprint of EmployIndy's services and strategic plan/goals.

All reports for CCL use Dynamics but the other sources are included specifically for the CCL Report. Unfortunately, the only dynamic connection is Google from our PivotCX vendor (ProjectIndy). Google specifically gives us issues as the credentials have to be updated every week to remain dynamic. The other sources are reports that must be downloaded from the source and uploaded in a specific manner for the DataStaging Flow Warehouse.

Talent Bound Portal Project:
The Talent Bound Portal is a database that providers can use to submit and track their work-based-learning. Currently it has only been released for schools to use. There are 3 views, Administration (Principals, Superintendents, counselors etc), Teachers, and Student. Each view offers specific features based on the user. Student view includes materials and resources for career explorations. Teacher view includes a calendar of activities scheduled within their school to encourage collaboration amongst teachers. Admin displays a high-level view of all the activities taking place. Unfortunately, this portal is rarely used and does NOT function in a way that is meaningful to the user. If EmployIndy intends to keep it, it will need a lot of work. Most work was put on hold due to contractor staff turnover and lack of documentation from the initial builder.