



**REQUEST FOR PROPOSAL  
INFORMATION-TECHNOLOGY SUPPORT SERVICES**

Issued by: Aging and Disability Resource Center of Central Wisconsin

**Proposals must be submitted no later than September 29, 2022, 5:00pm to:**

Mike Rhea  
Executive Director  
ADRC-CW  
[mike.rhea@adrc-cw.org](mailto:mike.rhea@adrc-cw.org)

Steve Prell  
Fiscal Director  
ADRC-CW  
[steve.prell@adrc-cw.org](mailto:steve.prell@adrc-cw.org)

**Late proposals will be rejected**

There will not be a public opening for this procurement

## INTRODUCTION

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The Aging and Disability Resource Center of Central Wisconsin (ADRC-CW) invites you to respond to this Request for Proposal (RFP) for Managed Information Technology (IT) Support Services. The intention of this request is to solicit responses and formal proposals from qualified Managed IT Service Providers and select a single organization to provide IT support services to ADRC-CW.

### *About the ADRC-CW:*

The ADRC-CW was formed in 2006 through an intergovernmental agreement between Marathon and Wood counties. In September 2009, a new intergovernmental agreement was created by Marathon, Wood, Langlade, and Lincoln counties to expand the services of the ADRC-CW from Marathon and Wood counties to Langlade and Lincoln counties, effective November 1, 2010. The ADRC-CW provides consistent aging and disability resource center and Older Americans Act services throughout its service region.

### *Mission:*

The Aging and Disability Resource Center of Central Wisconsin promotes choice and independence through personalized education, advocacy, and access to services that prevent, delay, and lessen the impacts of aging and disabilities in the lives of adults.

### *Vision:*

We are widely recognized as the preferred choice for initial contact and early access to information and resources that prevent, delay and lessen the impacts of aging and disabilities in the lives of adults. Our regional resource center promotes easy access to innovative ADRC services so that our consumers participate in the community as they desire, and live with dignity, respect, health, and purpose.

### *Values:*

The Aging and Disability Resource Center of Central Wisconsin uses trauma-informed principles to carry out its mission. These principles include: Welcoming, Trustworthy, Respectful, Collaborative, and Empowering.

## PURPOSE

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The ADRC-CW is seeking proposals from qualified IT service providers. The RFP information will allow the ADRC-CW to enter negotiations with the provider whose proposal is most suitable for the ADRC-CW with cost and other factors considered.

The ADRC-CW is requesting information about your company and the IT services and solutions you provide as outlined in the SCOPE AND DELIVERABLES section. The information will be gathered from several different organizations and used to evaluate provider options for ADRC-CW.

The RFP is issued solely for information and planning purposes. The document does not commit the ADRC-CW to contract for any service, supply, or subscription whatsoever. The ADRC-CW will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding agency's expense.

The ADRC-CW has contracted for IT services using member-county resources since 2012. Currently, there are no internal ADRC-CW staff dedicated to IT operations. The selected provider will provide all professional IT staff.

## WORK ENVIRONMENT

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The ADRC-CW is located in four counties: Langlade, Lincoln, Marathon, and Wood with five regional offices:

- Antigo Office (Langlade County), 1225 Langlade Road, Antigo
- Marshfield Office (Wood County), 300 S. Peach Avenue, Marshfield
- Merrill Office (Lincoln County), 607 N. Sales Street, Merrill
- Wausau Office (Marathon County), 2600 Stewart Avenue, Wausau
- Wisconsin Rapids Office (Wood County), 220 Third Avenue South, Wisconsin Rapids

The ADRC-CW has approximately 75 employees. Each office location contains workstations, servers, phones, and copiers. Many staff work in the office and remotely at times.

## SCOPE AND DELIVERABLES

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The ADRC-CW has approximately 75 end users and 83 workstations which includes six conference room setups. The ADRC-CW internet connection is provided by Lincoln County with WAN connections provided by Spectrum Communications to the Antigo, Marshfield, Merrill, Wausau, and Wisconsin Rapids offices.

The ADRC-CW seeks a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. We realize that not every provider will be able to provide all the services listed below, but we encourage you to respond regardless. The services to be provided to the ADRC-CW include:

- Initial assessment: Review of the inventory, update network diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes. Make recommendations for improving routine support criteria and eliminating emergency maintenance situations.
- Helpdesk: The ADRC-CW operates Monday through Friday from 8:00 am to 4:30 pm. Helpdesk support should be available by phone or email during normal business hours and provide services utilizing industry best practice process and procedures.
- Server and workstation: Management of networks, computer systems, hardware and software, operating systems necessary for quality, security, performance, availability, recoverability, and reliability of the system. Schedule preventative maintenance for equipment. Configure management, including changes, upgrades, patches, etc. Management of user logins and passwords.
- Server and Network System Monitoring: Provide monitoring of the ADRC-CW's server and network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- Patch Management Services and Preventative Maintenance: Provide management of critical security and system patches to all servers and systems on the network to ensure ADRC-CW's IT

systems and resources are properly managed and maintained.

- Security: Maintenance of virus/malware detection and spam reduction programs on ADRC-CW servers, email, computers, and laptops. Perform security audits as requested and notify the ADRC-CW immediately of suspected breaches of security. Assist the ADRC-CW in developing and maintaining best practices in cyber security.
- On-Site Support: When needed, the provider should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- Networking Support: the ADRC-CW requires proactive management and monitoring of our switches, firewalls, routers and wifi systems.
- Vendor Management: The provider should be able to manage other vendors which may be contracted for by ADRC-CW and serve as the key point of contact unless escalated.
- Software Licensing Control: Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- Procurement Management: The provider must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- Desktop and Laptop Support: The provider should support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- Desktop Software Standardization and Software Licensing and Upgrades: The provider should have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- Technology Strategy Planning: The provider will work with current staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- Project Management/Solution Design: The provider should collaborate with ADRC-CW on technical projects and solution packages (e.g., hardware, software, licensing) as identified by the provider or the ADRC-CW.
- Onboarding and Offboarding Staff: The provider must have a process in place to onboard or offboard staff members.
- Vulnerability Testing: The provider should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of ADRC-CW's business network.

## RESPONSE PROCESS

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Please indicate your intention to respond to this RFP by emailing the Primary RFP Contact listed below by the Intent to Respond and Questions Due date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

### *Primary Contact*

Please direct all inquiries and questions regarding the RFP to:

Angela Hansen  
Communication/Administrative Services Manager  
ADRC-CW  
angela.hansen@adrc-cw.org

The ADRC-CW requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via electronic delivery no later than **[date & time]** to:

Mike Rhea  
Executive Director  
ADRC-CW  
mike.rhea@adrc-cw.org

Steve Prell  
Fiscal Director  
ADRC-CW  
steve.prell@adrc-cw.org

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

ADRC-CW is not liable for any costs incurred by proposers in replying to this RFP.

## SELECTION CRITERIA AND PROCESS

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### *Criteria*

The ADRC-CW will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. The ADRC-CW is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

### *Process*

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
- Conducting site visits and/or reference calls as deemed appropriate by the evaluation team.

THANK YOU

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The ADRC-CW looks forward to reviewing your response and would like to thank you in advance for your participation. The provider selection project is very important to our continued success and represents a major focus of effort for ADRC-CW. We appreciate and value your input, expertise, and feedback.

## STANDARD TERMS AND CONDITIONS

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The following standard terms and conditions are applicable to this request, any responses, and any resulting contract between the successful responder and ADRC-CW:

- 1.0 SPECIFICATIONS:** The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability and/or performance level desired, unless otherwise specified. When alternates are bid/proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish an acceptable equivalency. The ADRC-CW shall be the sole and final judge of equivalency.
- 2.0 HOW TO AMEND A REQUEST FOR BID, PROPOSAL OR QUOTE:**
  - 2.1 Public Works Projects** are subject to Wis Stats 66.0901(5): If a person submits a bid or proposal for the performance of public work under any public contract to be let by a municipality and the bidder claims that a mistake, omission or error has been made in preparing the bid, the bidder shall, before the bids are opened, make known the fact that an error, omission or mistake has been made. If the bidder makes this fact known, the bid shall be returned to the bidder unopened and the bidder may not bid upon the public contract unless it is re-advertised and relet upon the re-advertisement. If a bidder makes an error, omission or mistake and discovers it after the bids are opened, the bidder shall immediately and without delay give written notice and make known the fact of the mistake, omission or error which has been committed and submit to the municipality clear and satisfactory evidence of the mistake, omission or error and that it was not caused by any careless act or omission on the bidder's part in the exercise of ordinary care in examining the plans or specifications and in conforming with the provisions of this section. If the discovery and notice of a mistake, omission or error causes a forfeiture, the bidder may not recover the moneys or certified check forfeited as liquidated damages unless it is proven before a court of competent jurisdiction in an action brought for the recovery of the amount forfeited, that in making the mistake, error or omission the bidder was free from carelessness, negligence or inexcusable neglect.
  - 2.2 Non-Public Work Projects:** After a Request for Bid/Proposal/Quote has been filed with the ADRC-CW, the responder may submit an amended response BEFORE THE DUE DATE AND TIME set in the request. All the conditions and provisions of the original Bid/Proposal/Quote will be in effect. No submittals or amendments will be accepted after the due date and time of the request. This does not preclude the ADRC-CW from requesting additional information and/or clarification.
- 3.0 DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully, on the bidder's/proposer's letterhead, signed, and attached to the request. In the absence of such a statement, the bid/proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the bidders/proposers shall be held liable.
- 4.0 QUALITY:** Unless otherwise indicated in the request, all material shall be new, newest model year, and free from defects. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by the ADRC-CW.



- 5.0 QUANTITIES:** The quantities shown on this request are based on estimated needs. The ADRC-CW reserves the right to increase or decrease quantities to meet actual needs.
- 6.0 DELIVERY:** Deliveries shall be F.O.B. destination freight prepaid and included unless otherwise specified.
- 7.0 PRICING AND DISCOUNT:** The ADRC-CW qualifies for governmental discounts. Unit prices shall reflect these discounts.
- 7.1** Unit prices shown on the bid/proposal or contract shall be the price per unit of sale (e.g., gal., cs., doz., ea.) as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price; the unit price shall govern in the bid/proposal evaluation.
- 7.2** Prices established in continuing agreements and term contracts may be lowered due to general market conditions.
- 8.0 RESPONSES TO REMAIN OPEN:** Responses must remain open and will be deemed to be open and subject to acceptance until awarding of the bid/proposal is finalized, or a minimum of sixty (60) days unless otherwise specified.
- 9.0 ACCEPTANCE-REJECTION:** The ADRC-CW reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, request clarification of any bid/proposal, award a bid/proposal that is not the lowest price, and to accept any part of a bid/proposal as deemed to be in the best interests of the ADRC-CW.
- 10.0 GUARANTEED DELIVERY:** Failure of the Contractor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the Contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include the administrative costs and other costs attributable to the delay.
- 11.0 CONTRACT AND EXECUTION OF CONTRACT:** Unless otherwise specified in the bid/proposal, the successful responder agrees to enter into a contract, a copy of which will be on file in the office of the ADRC-CW Purchasing Agent/Department. Contractor shall and will well and truly execute and perform this contract under the terms applicable to the satisfaction of the ADRC-CW, and shall promptly make payment to each and every person or party entitled thereto of all the claims for work or labor performed and materials furnished in the performance of this contract.
- 12.0 ENTIRE AGREEMENT:** These Standard Terms and Conditions shall apply to any contract or order awarded as a result of this request except where special requirements are stated elsewhere in the request; in such cases, the special requirements shall apply. Further, the written contract and/or order with referenced parts and attachments shall constitute the entire agreement and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the ADRC-CW.
- 13.0 APPLICABLE LAW AND COMPLIANCE:** This contract shall be governed under the laws of the State of Wisconsin. The Contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. The ADRC-CW reserves the right to cancel this contract if the contractor fails to follow the requirements of s. 77.66, Wis. Stats., and related statutes regarding certification for collection of sales and use tax. The ADRC-CW also

reserves the right to cancel this contract with any state or federally debarred contractor or a contractor that is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.

- 14.0 LICENSES AND PERMITS:** Contractor shall have and/or provide any and all licenses and permits required to perform the work specified and furnish proof of such licensing authorization and permits with their bids if required.
- 15.0 ASSIGNMENT:** No right or duty in whole or in part of the Contractor under this contract may be assigned or delegated without the prior written consent of the ADRC-CW.
- 16.0 NONEXCLUSIVE CONTRACT:** Unless otherwise stated, the ADRC-CW reserves the right to purchase work or materials outside of this contract.
- 17.0 NONDISCRIMINATION & AFFIRMATIVE ACTION:** In connection with the performance of work under this contract, the Contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s. 51.01(5), Wis. Stats., sexual orientation, gender identity and gender expression, or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
- 18.0 INDEPENDENT CAPACITY:** The parties hereto agree that the contractor, its officers, agents, and employees, in the performance of this agreement shall act in the capacity of an independent contractor and not as an officer, employee, or agent of the ADRC-CW. The contractor agrees to take such steps as may be necessary to ensure that each subcontractor of the contractor will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of the ADRC-CW.
- 19.0 SAFETY REQUIREMENTS:** All materials, equipment, and supplies provided to the ADRC-CW must comply fully with all safety requirements as set forth by the Wisconsin Administrative Code and all applicable OSHA Standards.
- 20.0 WARRANTY:** Unless otherwise specifically stated, equipment purchased as a result of this request shall be warranted against defects by the Contractor for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the Contractor.
- 21.0 INSURANCE RESPONSIBILITY:** If insurance is required, satisfactory proof of the existence and carriage of such insurance of the kinds and limits specified will be required.
- 22.0 CANCELLATION:** The ADRC-CW reserves the right to cancel any contract in whole or in part without penalty due to non-appropriation of funds or for failure of the contractor to comply with terms, conditions, and specifications of this contract.
- 23.0 OPEN RECORDS:** Both parties understand that the ADRC-CW is bound by the Wisconsin Public Records Law, and as such, responses and contracts are subject to and conditioned on the provisions of the law. Contractor acknowledges that it is obligated to assist the ADRC-CW in retaining and producing records that are subject to Wisconsin Public Records Law, and that the failure to do so shall constitute a material breach of the contract, and that the Contractor must defend and hold the

ADRC-CW harmless from liability under that law. Except as otherwise authorized, those records shall be maintained for a period of seven (7) years after receipt of final payment under the contract.

- 24.0 MATERIAL SAFETY DATA SHEET:** If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29CFR 1910.1200, the Contractor shall provide one (1) copy of a Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).
- 25.0 ADVERTISING AND NEWS RELEASES:** Reference to or use of the ADRC-CW, any of its departments, officials, or employees, for commercial promotion is prohibited. News releases pertaining to this procurement shall not be made without prior approval of the ADRC-CW. Release of broadcast e-mails pertaining to this procurement shall not be made without prior written authorization of the ADRC-CW.
- 26.0 HOLD HARMLESS:** The Contractor will indemnify, pay the cost of defense including attorney's fees, and save harmless the ADRC-CW and all of its officers, agents and employees from all suits, actions, or claims of any character directly related to any injuries or damages to any persons or property resulting from the operations of the contractor, or of any of its contractors, in prosecuting work under this agreement.
- 27.0 FOREIGN CORPORATION:** A foreign corporation (any corporation other than a Wisconsin corporation) which becomes a party to this contract is required to conform to all the requirements of Chapter 180, Wis. Stats., relating to a foreign corporation and must possess a certificate of authority from the Wisconsin Department of Financial Institutions, unless the corporation is transacting business in interstate commerce or is otherwise exempt from the requirement of obtaining a certificate of authority. Any foreign corporation which desires to apply for a certificate of authority should contact the Department of Financial Institutions, Division of Corporation, P. O. Box 7846, Madison, WI 53707-7846; telephone (608) 261-7577.
- 28.0 FORCE MAJEURE:** Neither party shall be in default by reason of any failure in performance of this contract in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond the reasonable control and without the fault or negligence of the party.