



Winston-Salem

Request for Proposals

Web-Based Safety Training

Proposals will be received by

12:00 Noon, October 31, 2018

IN

Purchasing Department, City Hall Building

101 North Main Street, Suite 324 Winston-Salem, NC 27101

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Web-Based Safety Training** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC **until 12:00 Noon, October 31, 2018**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

Contract

Any contract resulting from this proposal shall have an initial term of two (2) years from the date of a fully executed contract. The contract may be extended for as many as one (1) additional twelve (12) month period, for a total of three years, provided that both parties are in agreement and funds are made available for this purpose.

The successful Proposer(s) for this service will be required to execute the City's "Independent Contractor Agreement," a sample copy of which is attached to this document. The Business may not begin work and a Purchase Order **WILL NOT** be issued until the individual doing business with or for the City has fully executed the contract document and the insurance requirements have been approved by the City.

The City of Winston-Salem reserves the right to cancel the contract without prejudice or cause by providing a thirty (30) day written notice.

IMPORTANT: Winston-Salem City Code (Chapter 2, Article 1, Sec. 2-3) provides that the City may disqualify any business from bidding on contracts of the City if a business fails to perform satisfactorily on past or current projects.

Insurance

The bidder(s) will be required to show proof of insurance as outlined in the Insurance Provisions of Contract Specifications contained herein. The City of Winston-Salem **MUST** be named as additional insured on the certificate of insurance supplied to the City.

SECTION I - INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed.

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only by 12:00 Noon, October 24, 2018**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

All proposals shall be returned in a sealed container or envelope containing one original proposal (please mark document as original) showing original signatures and seals and one (1) copy of the complete proposal marked Web-Based Safety Training. In addition to the two (2) paper copies, **please include one (1) electronic copy of your proposal in PDF format** on flash drive, CD, or other electronic media containing only the information included in the hard copy version of the proposal and clearly labeled with the Company Name and RFP name. Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, October 31, 2018. Late proposals will not be considered.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

The City reserves the right to hold proposals open for a period of sixty days (60) days after due date before making awards.

SECTION 2 - SCOPE OF WORK/TECHNICAL SPECIFICATIONS

2.1 SCOPE

Introduction

The City of Winston-Salem is soliciting information from prospective vendor partners for an interactive, web-based safety training program, to provide safety training to the City's approximately 2,600 employees. We are looking for a partner who will provide us access to their entire course library, for all City employees for a flat rate per annum. The software must integrate with the City's active directory, allowing for the automatic addition of new employees. The software must contain OSHA-complaint courses, which are updated when regulations change. The software must be easy to use, as we employ a diverse group of individuals, many of whom have limited computer experience. We will be utilizing the onboarding services of the software provider, to provide insight on how best to utilize the software in our organization. The winning bid must adhere to the City of Winston-Salem's IT standards identified on Attachment "A".

Additional Requirements

Vendor Profile: Responding vendors shall provide a company profile that will assist the City in accessing the vendor's qualifications, expertise, and competence.

Experience: Responding vendors shall provide a list of customers, preferably public entities, with whom they are currently doing business, or have done business with in the past.

Software: Information pertaining to software used for web-based safety training.

OSHA Compliance: Responding vendors shall provide a statement which explains how they plan to maintain compliance with OSHA rules and regulations pertaining to safety training.

Mobile Access: The software must be accessible by both PC and mobile devices.

- The software must provide diverse categories of classes to reflect the different types of work performed by City employees. Information on City departments can be found at cityofws.org.
- The software provider must utilize licensing and billing that allow for the City's roughly 2,600 employees to have full access of the provider's suite of courses, preferably at a flat rate per annum.
- The software should enable the City to upload existing course completion data from its current safety training tracking software to the software via CSV or other method.
- The software must allow for automatic notification regarding course requirements and timeliness to employees and supervisors.
- The software must allow for easy reporting.
- The software must allow for the grouping of employees by job type so that management can assign courses by job type.
- The software must be easy for staff to use, as our employees have varying levels of computer skills.
- The courses must be interactive, contain accurate information, and provide a means for employees to demonstrate what they've learned.
- The software should provide a means by which the City can create original, custom courses.
- The software provider should provide some means to assist in the onboarding process so that our organization can best utilize the software.

Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

Proposed Fee Structure

Fee Quotes Should be submitted in a separate envelope. The City desires the most effective combination of price, performance, and quality possible within the constraints of its budget. **All price quotes must be firm and valid for 60 days following the proposal due date during the proposal evaluation process and the successful proposal remain fixed throughout the initial two year contract period.** Proposers should review the requirements of this RFP and address all services in this fee schedule that might reasonably be expected to support the project. Pricing must be inclusive of all expenses, including travel related expenses for recurring services. **Include a total cost to provide services, based on the consultant's fee schedule and the scope of work as outlined in this RFP for the initial two year term AND fees for any possible extension.** Indicate how the City will be invoiced for services. Proposers should endeavor to provide a comprehensive, fee schedule, as the City will not include compensation in the contract for items not addressed.

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2.2 SELECTION PROCESS AND EVALUATION CRITERIA

A. SELECTION PROCESS

The City reserves the right to act as sole judge of the content of the proposals submitted for the City's evaluation/selection.

B. EVALUATION CRITERIA

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm's proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

- **M/WBE Commitment:** Proposer's efforts to comply with all the terms and conditions of the City of Winston-Salem's Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract. **Please refer to pages 10 through 22**
- **Local Business (Distance from City):** Proposer's business location/distance from the City of Winston-Salem.
- **Price Value:** The total cost of providing all the required services and/or additional cost needed to provide services that may not be included the basic cost structure. Cost will be evaluated for budget constraints, method of costing, and comparisons of cost in relation to other competitive proposals.
- **Software's ease of use:** The training courses must be easily accessible for employees with limited computing knowledge. Courses that are accessible on multiple mobile platforms, as well as multiple internet web browsers, are preferred.
- **Course Availability and Quality:** Please provide a list of your entire course catalog. Also, please provide a means by which City staff can demo the courses to determine the quality of the courses, and if they meet our safety and regulatory needs. Meets RFP requirements, readability and flow of proposal, the respondent's responsiveness and compliance with the RFP requirements and conditions. The respondent's demonstrated ability, capacity, and skill to fully provide the services requested by the City through this RFP.
- **Organization's Onboarding Services:** Please describe the efforts the proposer will take to assist the City in the onboarding process. Will the proposer provide training? Will the proposer assist in uploading existing training records and employee information to the system? What other onboarding services are offered?
- **Reference List Of Governmental Clients:** Please provide a list of governmental clients with whom the proposer is currently working with, or with whom they have worked with in the past. Proposers should submit at least three (3) references, for similar services performed within the past five (5) years, preferably with governmental entities.
- **Qualifications and Experience-** Describe your firm and provide a statement of the firm's qualifications for performing the requested services. Identify which services would be completed by your firm's staff and those that would be provided by sub-consultants, if any.

C. EVALUATION PROCESS

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by an Evaluation Panel. Selection shall be made from all offers deemed to be fully qualified and best suited

among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. In the event that such demonstrations or presentations take place, proposers will be selected for this process based on scores derived from the scoring matrix, which includes M/WBE participation, local availability, and all other applicable criteria. The scoring of the demonstration or presentation must be based upon the criteria from one or more of the original evaluation factors. After the demonstrations or presentations, each proposer will then be re-graded on the same criteria. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion.

The recommendation for award will be submitted by the City’s Risk Management Division and presented to the City Manager for contract approval.

The following weighted scale will be utilized by the Evaluation Panel to evaluate and score each proposal:

The following “Weighted Scale” will be used to evaluate each proposal

Evaluation Criteria	Weight
MBWE Commitment	20.00
Distance from City of Winston-Salem	20.00
Price Value	15.00
Software's ease of use	15.00
Course availability and quality	15.00
Organization's onboarding services	5.00
Reference list of governmental clients	5.00
Qualifications and experience	5.00

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ATTACHMENT A

The following is a summary of the City’s Information Systems Current’s standards and architecture:

Category	Function	Standard
Network	Communication Protocol	TCP/IP OSPF, HSRP, MPLS

Category	Function	Standard
	Ethernet	IEEE 802.3u, IEEE 802.2 802.11
	Wireless	802.11a, b, g, n, ac
	Cabling	Multimode fiber Singlemode fiber Cat. 6 or higher
	DNS/DHCP	Win 2012/2016
Management	Network Mgmt	SNMP, Cisco NCS Prime Infrastructure, Cisco EPNM, Active Directory (AD), Insight. IPAM, OpManager
	Security	LDAPS, ADFS, AD, SSL Certificates (HTTPS), ACL's, McAfee ePO desktop firewall, Cisco firewall, 256 AES
	ePO	Agent version 5.0.6.220
	Virus Protection	McAfee Virus Scan 8.8.0.1982 Patch 10
	Desktop Management	SCCM, McAfee ePO Enterprise Policy Orchestrator Server, Microsoft Deployment Tool (MDT)
	Print Server	Microsoft
	Source Code	Team Foundation Server
	Support / Change Control /Customer Support Center	iVanti HEAT Ticketing System
	Virus Protection (Windows)	McAfee VirusScan Enterprise
	Backup Solution	VEEAM Backup & Replication
	Mass Storage	RAID, SAN, NAS (NetApp) ISCSI, Fiber Channel
Database	Enterprise	RDBMS (Oracle 12c, MS SQL 2012)
	Workgroup	RDBMS (Oracle, MS SQL)
	Standalone	RDBMS (MS Access)
Work Flow	Business Process Mgmt	Open Text/Metastorm eWork
eCommerce / Web		IIS 7.5 or higher, Tomcat
	Communication Protocols	HTTPS, SFTP, SSH
	Content Management	DotNetNuke (DNN)
	Content	HTML, CSS, CGI, JavaScript, JavaBeans
	Database Access	ActiveX, XML, ASP, ASP.NET, JavaVM, J2EE Java Servlets
Geographic Information System	Spatial Data Management	ESRI (ArcGIS 10.6, ArcIMS, ArcSDE)

ATTACHMENT A

Office Applications	Email	Microsoft O365, IMAP 4 (POP3 compliant), SMTP
	Project Management	Microsoft Project 2013/2016
	Word Processing, Spreadsheet, Presentations, etc.	Microsoft Office 2013/2016
	Browser	Internet Explorer 11/Edge
	PDF Reader	Adobe Acrobat
Platform / OS	Enterprise Server	Cisco UCS Blades, Windows 2008 R2 and 2012/2016 Advanced Server
	Virtualization	ESX VMware 6.0 Virtual Server, Citrix XenDesktop and XenApp 7.3,
	Desktop	Windows 7 / Windows 10, Mac OS X
	Workstation	Windows 7 / Windows 10 (Minimum P4, 3.8GHz, 2GB RAM, 250 GB FXDD)
	Laptop	Windows 7 / Windows 10 (Minimum Pentium M, 1.6MHz, 512MB RAM, 60 GB FXDD), Mac OS X
	Hand-held Computer	iPad, HP X2 1012
Printers	Multi-Functional Device	Ricoh MFD Internal HP JetDirect with HP LaserJet (B/W, Color, MFD)
	Workgroup Color	Ricoh MPC 3503
	Standalone	HP DeskJet or LaserJet Series
	Plotter	HP DesignJet Series