

THE TOWN OF BERWYN HEIGHTS



REQUEST FOR PROPOSAL FOR INFORMATION TECHNOLOGY SERVICES

Issued by: Town of Berwyn Heights
5700 Berwyn Road
Berwyn Heights, Maryland 20740

NOTICE REGARDING DISCLOSURE OF CONTENTS OF DOCUMENT

All responses to this Request for Proposal (RFP) accepted by the Town of Berwyn Heights shall become the exclusive property of the Town. All proposals accepted by the Town shall become a matter of public record and shall be regarded as public, except those elements of each proposal which are defined by the proposer as business or trade secrets and marked as "Trade Secret," "Confidential" or "Proprietary." Each element of a proposal which a company desires not to be considered a public record must be marked as set forth above, and any blanket statement (i.e. regarding entire pages, documents or other non-specific designations) shall not be sufficient and shall not bind the Town in any way whatsoever.

**REQUEST FOR PROPOSAL FOR
INFORMATION TECHNOLOGY SERVICES**

INVITATION FOR PROPOSAL

The Town of Berwyn Heights, hereafter called Town is soliciting Requests for Proposals (RFP) to provide Information Technology Services to the Town. The Proposer shall provide the services based on the specifics in the following document. All interested parties are invited to respond to this Request for Proposal (RFP) by providing a written proposal no later than **Noon on Friday, November 1, 2019**, to:

Town of Berwyn Heights
5700 Berwyn Road
Berwyn Heights, Maryland 20740

All interested parties are invited to a pre-proposal meeting and site walk through scheduled for 11am on Wednesday, October 23, 2019

Please address any questions concerning this RFP to:

Michelle Rodriguez, Treasurer
Town of Berwyn Heights
(301) 474-5000 x 7102
mrodriguez@berwynheightsmd.gov

TOWN BACKGROUND

The Town of Berwyn Heights was incorporated in 1896. Our approximately one square mile is home to 3,100 residents living in 1,050 single-family homes on the hillsides of the Indian Creek valley.

Although small in size, the Town offers a full slate of municipal services. The Police Department is staffed to provide 24/7 police protection, ensuring one of the lowest crime rates in the region. The Public Works Department performs weekly refuse, recycling and yard waste collections. The Code Compliance Department monitors residential and commercial properties to ensure compliance with property standards, zoning rules, and rental housing regulations. The Administrative Department, located in Town Hall, handles the Town's finances and human resource functions, in addition to the overall administration of the Town.

Additional information

The Town of Berwyn Heights currently employs servers running Microsoft Windows Server 2012 along with Microsoft Windows Desktop PC's, notebook, and tablet PC's running Windows 7, 8 or 10. Additionally, there are several iPads deployed in various capacities. See Exhibit A for details.

Desktop PC's are located in four buildings: Town Hall, Town Center (Senior Center), Public Works and Police Departments and are of various manufactures. These PC's vary by age, specifications, software, and service pack versions.

The Berwyn Heights Police Department Headquarters is a secure facility that houses confidential, criminal and sensitive information to include crime scene photos, personal and identifying information including NCIC information also items of evidence including drugs, guns etc. It is imperative that people entering the secured part of our facility need to have completed a criminal background check along with a photograph and fingerprints.

SCOPE OF WORK:

The Town of Berwyn Heights is seeking proposals from qualified, knowledgeable, and experienced companies to provide Information Technology (IT) Services. We encourage companies to submit the most comprehensive proposal possible.

The primary scope of work is to provide on-demand support, routine preventative maintenance and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and license agreements. The company chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed.

The proposer will provide general professional services on an as-needed/as-instructed basis primarily during normal business hours: M-F 8:00 a.m. to 5:00 p.m. either remotely or on-site. However, the vendor must be available 24 hours a day, seven days a week, including holidays and continuously monitor network operations and proactive engineering services by qualified support. Familiarity with the Prince George's County Inter-Governmental Network or I-NET, Internet Service Provider for Berwyn Heights, is recommended.

The IT approach should be guided by the Information Technology Infrastructure Library (ITIL) best practices.

Full Support

Provide support, management, and monitoring for the following systems and assets:

- Routing and Switching Infrastructure
- Network Security Elements
- Physical and Virtual Servers
- Email Service
- Server Backup and Restore
- Wireless Access Points and Controllers
- User Desktops & Peripheral Devices (i.e., scanners)
- Line of Business Applications (Support agreement required w/ vendors)

Incident Tracking

Provide support coordination and incident tracking for the following applications and systems that are primarily supported by third parties:

- Email
- Public Safety Systems
- Accounting System

The IT provider shall:

- Log and escalate incidents to the appropriate service provider when service is required.
- Operate a 24x7 Service Desk and Network Operations Center to support the Town's continuous operations.
- Provided the Town with multi-channel access to the service desk during business hours, to include the following communication options:
 - Toll-free telephone number
 - Desktop agent
 - E-mail
 - Web portal

Service Desk Technicians and incident management software shall continuously monitor required communication channels for new incidents. New incidents should be tracked as Service Request (tickets) and addressed by level of urgency.

MINIMUM QUALIFICATIONS:

The proposer must demonstrate the following qualifications to provide the services

- a) Be registered and maintain proper business licenses and remain in good standing within the State of Maryland and Prince Georges' County;
- b) Maintain a staffed, 24-hour a day, within a reasonable distance to the Town.
- c) Have sufficient size and depth of management, resources, and staff to support the services required in the specifications;
- d) Have sufficient financial resources to meet payroll, equipment, and supplies to meet operational requirements and ensure quality service;
- e) Have measurable and demonstrated successful experience in providing specified services for like size municipalities;

- f) Provide Information Technology Services as the primary function of their business;
- g) Have been in business for at least five (3) years providing Information Technology Services to government agencies, municipalities.

SUBMISSION REQUIREMENTS AND CONTENT

The Town is requesting that the submitted proposal address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages.

Before submitting a response, the Proposer must carefully review this RFP and is responsible for seeking any clarification or information needed to respond and is solely responsible for any deficiencies in the response submitted.

The Proposer is solely responsible for all costs, direct or indirect, incurred responding to this RFP. The Town will incur no obligation or liability in connection with the submittal of a response. A responsive submittal must include responses to the sections and specific items requests below.

Contract Term

The term of the resulting contract shall be in effect for an Initial Term of (3.08) years, commencing on December 1, 2019, and terminating on June 30, 2023, unless sooner terminated. Before the expiration of the Initial Term, the Contract may be extended by mutual agreement, for an Extension Term of Two (2) additional (2) two-year periods.

Contents of Proposal

Proposals must include, but need not be limited to, the following information:

- 1) A proposal describing your qualifications and outlining service solutions:
 - a) a brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise, and resumes for principals or key employees who would perform the Services in this Solicitation; and
 - b) a detailed listing and description of experience and other information that demonstrates the Proposer's expertise and capacity to provide the services requested, and
 - c) any other relevant information that Proposer believes would assist Town in evaluating the submittal.
- 2) A breakdown of rates and fees for services to be provided.
- 3) Minimum of three (3) reference from municipal customers who have used services provided by the proposers in the past 18 months.
- 4) The Non-Collusion Affidavit included in the RFP is to be properly filled out, signed, notarized
- 5) Proof of General liability insurance of \$1,000,000 per occurrence with an aggregate of \$2,000,000 and on which the Town is named as additional insured.

- 6) State required Worker's Compensation Insurance and Employer's Liability Insurance for its employees with limits of \$2,000,000, per occurrence, or evidence of self-insurance where permitted by law;

SELECTION PROCESS

The evaluation process will consider the merits of the proposals by prospective vendors in line with this RFP's scope of work. The Town will also conduct reference checks to ascertain the quality of work performed previously. Those companies, who appear best suited, in the sole determination of the Town, may be asked to participate in an additional interview to further evaluate their qualifications. Proposals that are non-responsive to the requirements of this RFP shall not be included for evaluation by the selection committee.

The specific criteria and point value established for this Request for Proposal is as follows (total points):

1. Narrative describing the methodology and protocols	25 points
2. Experience and expertise	25 points
3. Rates of service	25 points
4. Technical merit and completeness of proposal	20 points
5. Prince George's County Local Business Preference	<u>5 points</u>
Total:	100 points

EXHIBIT A

32 Desktop, Laptop, or AIO PC's (HP, Dell, Apple, Lenovo, Acer)
8 iPads
11 Desktop/MFC Printers
1 Physical Hypervisor, 1 VM - Servers running Windows Server 2012 R2
Active Directory
File Services
Unifi Controller (Wi-Fi)
Avaya Phone System (Managed by a third-party vendor)
Avaya IPOffice PBX
Wi-Fi Hardware
6 Unifi Wireless Access Points
Networking Hardware
Meraki MX84 Firewall
4 Managed Network Switches (Ubiquiti)

AFFIDAVIT OF NON-COLLUSION BY PROPOSER

_____, being first duly sworn deposes and says that he/she is _____ ("Sole Owner", "Partner", "President", "Secretary", or other proper title) of the _____ (Insert name of bidder) who submits herewith to the Town of Berwyn Heights a proposal;

That all statements of fact in such proposal are true;

That such proposal was not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation;

That such proposal is genuine and not collusive or sham;

That said bidder has not, directly or indirectly by agreement, communication or conference with anyone attempted to induce action prejudicial to the interest of the Town of Berwyn Heights, or of any other bidder or anyone else interested in the proposed contract; and further; That before the public opening and reading of proposals said, bidder:

- A. Did not directly or indirectly, induce or solicit anyone else to submit a false or sham proposal;
- B. Did not directly or indirectly, collude, conspire, connive or agree with anyone else that said bidder or anyone else would submit a false or sham proposal, or that anyone should refrain from bidding or withdraw his proposal;
- C. Did not, in any manner, directly or indirectly seek by agreement, communication or conference with anyone to raise or fix the proposal price of the said bidder or anyone else, or to raise or fix any overhead, profit or cost element of his proposal price, or of that of anyone else;
- D. Did not, directly or indirectly, submit his proposal price or any breakdown thereof, or the contents thereof, or divulge information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, or to any individual or group of individuals, except the Town of Berwyn Heights, or to any person or persons who have a partnership or other financial interest with said bidder in his business.

I certify under penalty of perjury that the above information is correct

By: _____ Title: _____

Date: _____

STATE OF _____ COUNTY OF _____ Before me, a Notary Public, personally appeared the above named and swore that the statements contained in the foregoing document are true and correct. Subscribed and sworn to me this _____ day of _____, _____.

Notary Public Signature

My Commission Expires: _____