TOWN OF BERWYN HEIGHTS
REQUEST FOR QUALIFICATIONS

Notice is hereby given that consultant qualifications will be received by the Town of Berwyn Heights, Maryland for:

RFQ # 2021-01
IT Services – Managed Service Provider

by filing with the Town of Berwyn Heights, 5700 Berwyn Road, Berwyn Heights, MD 20740 until:

Date: Thursday, October 21, 2021
Time: 3:00 P.M. EST

Deliver submittals to:
Laura Allen, Town Manager
5700 Berwyn Road
Berwyn Heights, MD 20740
Attn: RFQ 2021-01

The Town of Berwyn Heights is seeking proposals from qualified firms to provide Information Technology (IT) Services as a Managed Service Provider (MSP).

A detailed Request for Qualifications (RFQ) information packet including general information, requested services, submittal requirements, and evaluation process is attached.

Qualifications submitted after the due date will not be considered. Consultants accept all risks of late delivery of mailed submittals regardless of fault.

The Town of Berwyn Heights reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFQ does not obligate the Town to pay any costs incurred by respondents in the preparation and submission of their statement of qualifications. Furthermore, the RFQ does not obligate the Town to accept or contract for any expressed or implied services.

It is the Town of Berwyn Heights' policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.

The Town is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, disability, or sexual orientation. The successful consultant must comply with the Town of Berwyn Heights' equal opportunity requirements.

General Information

NOTICE

Notice is hereby given that letters of interest and statement of qualifications will be received by

the Town of Berwyn Heights, Maryland for IT Services/Managed Service Provider for the municipal government at the above location.

PURPOSE/BACKGROUND

The Town of Berwyn Heights, Maryland (the "Town") is soliciting requests for qualifications for the purpose of obtaining professional services to manage the information technology needs of the municipal government.

The Town of Berwyn Heights employs approximately 25 full-time and 5 part-time employees. Located in the Baltimore – Washington corridor, the community is approximately 1 square mile with a population of 3,100 people. The municipal government provides the following services to the community's residents and businesses: police, public works, including garbage, recycling and yard waste pick-up, parks, code enforcement, and general administration. The Town operates on a one-year budget cycle from July 1 through June 30.

Scope of Services

To facilitate budgeting, we are looking for a vendor who can provide fixed monthly pricing for all operational services. Additional charges are expected for functional improvements and project work. All functions of the municipal government, including the Police Department, must be supported under one agreement.

Eligible vendors must be Criminal Justice Information System (CJIS) qualified. CJIS cybersecurity requirements meet or exceed the requirements of all other town departments. Therefore, procedures and processes implemented across departments (i.e., backup, patch management, configuration inventory, etc.) can be combined if the processes are CJIS compliant and the staff is CJIS qualified. If the provider employs staff that is not CJIS qualified, the processes and procedures used to segregate CJI (criminal justice information) from non-CJI data must be described.

Project work will be done under separate agreement(s) and may be offered for competitive bids. Upcoming projects facing the Town include:

1. Update to existing audio visual set up used to broadcast Town Council meetings on two cable access channels,
2. Replacement options for current I-Net provided through a cable franchise which is being phased out over the next 10 years,
3. Highest and best use of American Rescue Plan Act (ARPA) funding to address more general broadband needs in the community

Major equipment purchases may also be put out to bid. While we encourage our MSP to provide recommendations and standards, we expect our MSP to support the environment we have.

Migration to the MSPs standard environment may require time to budget and implement. Please include requirements you may have related to equipment sourcing and supporting 3rd party work product.

Hardware Management and Support

1. Technical support to maintain and/or repair computer, routers, printer, and any other

components of the technical infrastructure. An explicit service level (SLA) is required.
2. Maintain an equipment inventory and schedule equipment maintenance and replacement, approved and reviewed periodically by the Town.
3. Continuously monitor servers and network equipment operation and throughput.
4. On-site support when required. Please state SLA.

System Maintenance and Management

1. Maintain operating systems by providing patches, updates and upgrades, on servers, personal computers and network attached devices, planned to minimize operational impact.
2. Monitor system operation and proactively respond to outages, capacity and/or connectivity problems.
3. Maintain inventory of equipment and system software including EOL and planned replacement.

Infrastructure Support

1. Provide complete and reliable data and system backups.
2. Disaster recovery planning, testing and support.
3. Monitor capacity and performance of virtualized servers.
4. Monitor internal and external network activity and identify bottlenecks.
5. Standards based configuration management that maintains an inventory of configuration items. (i.e., firewall rules, service account credentials, key pairs, network configuration, licenses etc.)

End User Support

1. Manage end user group and permissions, multi-factor authentication and terminations.
2. Telephone support for user reported system problems. Please describe your hours of operation and what hours primary support personal are working.
3. Helpdesk support for routine issues including password reset, permission issues, personal computer configuration.
4. User on-boarding including installing system images and setting permission on person computer deployments.

Software Management and Support

1. Maintain software inventory, assignment and license records.
2. Deploy application software updates and upgrades.
3. Monitor application software deployed on personal computers and servers.

Cybersecurity Support

1. Anti-virus, anti-spam, patch management.
2. Firewall management.
3. Backup monitoring
4. Password policies and enforcement.
5. Office 365 mail message encryption.
6. Maintain and enforce multi-factor authentication (MFA).
7. Periodic security scans. (state frequency).
8. Malware filtering.

9. Intrusion detection/prevention (describe in full).
10. Advanced email security (anti-phish protection).
11. End-user security training.
12. Employee policy guidance.

The Environment

Servers

Department	Type	Model/Details	Notes
Administration	Physical	Dell R440 Server CPU: Intel Xeon Silver 4215 (8 Cores @ 2.5 GHz) • RAM: 32 GB • Storage: 2 x 1.92 TB SSD in RAID 1 (1.92 TB Usable) • Operating System: Windows Server 2019	Installed 2020
Police Department	Physical	Unknown at this time	Estimated to be over 20 years old

Town issued computers

Department	Office Computer Count	Remote Laptop Count
Administration	4	4
Code	3	3
Police	14	3
Public Works	3	1
Senior Center	2	0

Users

Department	Count
Administration	4
Code	3
Police	10
Public Works	9

QUALIFICATIONS

These services will require the firm to have the following qualifications:

• Five (5) or more years of related experience
• Experience working with municipal entities

SUBMITTAL REQUIREMENTS

Responses to this RFQ must include the following information:

- Provide a cost proposal for the services requested.
- Briefly describe your organization, including number of locations and employees.
- Briefly describe your organization's history.
- Provide proof your company carries Errors and Omission (E&O) insurance coverage.
- Provide a brief overview of your firm and how it differs from your competitors.
- Describe the client retention rate.
- Provide at least three references. Include name, contact number and number of years the company has been associated with the reference.
- Proposals should not exceed 10 pages.

PROPRIETARY PROPOSAL MATERIAL

Any proprietary information revealed in the proposal should, therefore, be clearly identified as such.

SIGNATURES

RFQs shall be signed by one of the legally authorized officers of said corporation. If awarded the contract, the Contract shall also be so executed.

EVALUATION CRITERIA

Evaluations will be based on the criteria listed below:

- Experience of firm with similar projects
- Experience of proposed project team and key team members
- Overall quality of statement of qualifications
- On site/In person interview to make a personal assessment
- Reference check

The Town may select a limited number of consultants for in-person interviews before a selection committee.

QUESTIONS

Questions regarding this project may be directed to Laura Allen via e-mail at lallen@berwynheightsmd.gov from the publication of the RFQ until 5 pm EST, October 5, 2021. Answers will be posted to the Town's website by 5 pm EST, Tuesday, October 12, 2021. Any oral communications will be considered unofficial and non-binding on the Town.

REJECTION OF SUBMITTALS

The Town reserves the right to reject any and all submittalsand to waive irregularities and informalities in the submittal and evaluation process. This RFQ does not obligate the Town to pay any costs incurred by respondents in the preparation and submission of their qualifications. Furthermore, the RFQ does not obligate the Town to accept or contract for any expressed or implied services.

CONTRACT AWARD

The Town reserves the right to make an award without further discussion of the submittals. The firm selected as the apparently successful firm will be expected to enter into a contract with the Town. Following consultant selection, the successful consultant shall prepare a proposal and scope of work for review by the Town. Once the Town and Consultant have reached an agreement on the scope of services, a final contract will be prepared by the Town. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiations of the final Contract.If the selected firm fails to sign the Contract within ten (10) business days of delivery of the final Contract, the Town may elect to negotiate a Contract with the next-highest ranked firm. The Town shall not be bound, or in any way obligated, until both parties have executed a Contract. No party may incur any chargeable costs prior to the execution of the final Contract.

CONTRACT NEGOTIATION

The Town reserves the right to negotiate all elements of the submittals, proposals, terms and conditions, and/or scope of work as part of the contract negotiation process prior to any formal authorization of the Contract by the Town.

EQUAL OPPORTUNITY EMPLOYMENT

The successful consultant or consultants must comply with the Town of Berwyn Heights equal opportunity requirements. The Town of Berwyn Heights is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, or disability.

TITLE VI

It is the Town of Berwyn Heights's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.

INSURANCE REQUIREMENTS

The Consultant shall procure and maintain for the duration ofthis Agreement insurance against claims for injuries to persons or damages to property, errors and omissions or professional liability that may arise from or in connection with the performance of work hereunder by the Consultant, his agents, representatives, employees, or subcontractors. The cost of such insurance shall be paid by the Consultant.

NON-ENDORSEMENT

As a result of the selection of a firm to supply products and/or services to the Town, firm agrees to make no reference to the Town in any literature, promotional material, brochures, sales presentation, or the like without the express written consent of the Town.

COMPLIANCE WITH LAWS AND REGULATIONS

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the consultant or consultants ultimately awarded a contract shall comply with federal, state, and local laws, and statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.