

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:



MONTGOMERY COUNTY
ECONOMIC DEVELOPMENT
CORPORATION MARYLAND

**Montgomery County Economic Development
Corporation (MCEDC)**
REQUEST FOR QUOTE FOR
MANAGEMENT OF IT SERVICES

Release Date: January 27, 2023

Quotes Due: March 7, 2023 at 12:00pm ET

Contract Period Begins: April 1, 2023*

*Contract start date is an estimate and may be subject to change



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Section I: Organization Description & Background

1. Request for Quote

Montgomery County Economic Development Corporation (MCEDC) invites responses to the following Request for Quote (RFQ). The purpose of the RFQ is to select a single organization to provide IT managed services to MCEDC. While the official start date for this contract is yet to be determined and is subject to change based on the procurement and bidding process, the estimated start date is April 1, 2023. Following the initial year of services and internal review by MCEDC, the expectation is to extend these contracted services on an annual basis.

2. Montgomery County Economic Development Corporation

[Montgomery County Economic Development Corporation](#) (MCEDC) serves as a gateway to partnerships with local businesses and County and State officials; information on incentives, tax credits and programs; help to conduct a business entity search or find business support or loans for specialized minority-owned, women-owned, or veteran-owned businesses. They are a 'go-to' resource that links the local and regional workforce pipeline to companies to fuel success.

Vision:

MCEDC's vision is to be recognized as the convener and driver of successful economic prosperity initiatives and policies which create job growth, and an economic environment that supports a healthy and thriving competitive local economy, benefiting all residents of Montgomery County.

MCEDC intends to be one of the most innovative and desirable places to work, with a culture that exudes excellence through its diverse, inclusive, and equity-based work environment.

Mission:

To advance equitable and inclusive economic growth, prosperity and sustainability in Montgomery County through activities which accelerate the development, retention, and attraction of businesses in key industry sectors.

3. Thomas P. Miller & Associates, LLC

[Thomas P. Miller & Associates](#) (TPMA) has been contracted by MCEDC to develop and score quotes for this RFQ. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce and economic development activities, including assisting in third party procurements. Through analysis, alignment, and action, TPMA applies our mission statement of empowering organizations and communities through strategic partnerships and informed solutions that create positive, sustainable change to every project assigned. For more information of TPMA's experience and expertise, please visit us at <http://www.tpma-inc.com>.



Section II: Services Requested

1. Scope of Work/Services Requested

MCEDC is seeking quotes for the management of information technology support and phone services for its headquarters in Rockville, Maryland and a hybrid-remote staff of up to 25 full-time employees.

Applicants should respond with pricing and capabilities to perform the following services:

- A. Management of transition from existing vendor (where applicable)
- B. Server management and monitoring
 - Installation, configuration, and management of server software
 - Preventative maintenance and security updates
 - Management and monitoring of anti-virus and malware software
 - Administration and management of server licenses/domain users
 - Performance and unusual events reporting
 - Administration of ongoing data backups, testing of data restoration, and delivery of regular backup reports
 - Automated software and hardware optimization
 - Active directory setup, configuration, and troubleshooting for Windows servers
 - New server installation and configuration as needed (to be billed separately)
- C. Network and firewall management and monitoring
 - Management of network security, documentation, reliability, availability, and performance
 - Maintenance of preventive care to enhance network security
 - Local and regional management and support for networks
 - Notification and resolution of identified network issues to designated point of contact
 - Changes and updates to firewall configuration
 - Monitoring of firewall security procedures
 - Ability to lease switches to MCEDC or assist in purchasing/setting up new switches
- D. Workstation/laptop management and support, including for remote workers
 - Installation of equipment and software, including Microsoft 365 Suite
 - Management of Microsoft 365 Suite (including SharePoint, OneDrive, and Teams) and other third-party software, including regular updates
 - Hardware repair assistance
 - Make device recommendations, as needed, and set up new equipment
 - Continuous user support and monitoring
 - Provision of preventive and maintenance services to all managed workstations through a centralized management system
 - Anti-virus and malware protection
 - Preventative care and updates of software
- E. Management of organization's phone system/VoIP
 - Manage company-wide phone system



2. Overview of MCEDC's Current IT Environment

MCEDC operates on a hybrid-remote work schedule in which staff are in office on an as-needed basis. Currently, MCEDC employs 19 full-time staff, with the expectation to hire another 5 full-time employees before the beginning of this contract.

MCEDC currently contracts with a local third-part vendor for IT and phone management services. Quotes responding to this RFQ should include the management of transition from the existing vendor.

The current IT environment that should be covered by bidders' quotes is as follows:

Note: *Current equipment counts are subject to change and bids should account for the possible addition of new equipment throughout the term of the contract.*

- 1 Microsoft 365 Server (Cloud-Based)
- 1 Firewall (Leased from current provider)
- 4 switches
- 10 Wireless Access Points
- 26 Laptops
- 2 Printers (Xerox AltaLink)
- 49 phones
- 65 extensions
- 6 Call2Teams



Section III: Submission & Evaluation

1. Eligible Applicants

Interested and qualified IT service providers (“bidders”) are requested to provide quotes. Successful bidders will have demonstrated experience and expertise managing projects for IT service design, procurement, installation, and warranting similar to the size and scope described in this RFQ. Bidders must be in good standing with the State of Maryland and provide documentation of licensure, proof of insurance, and a DUNS number.

All applicants must have the technical competence, knowledge, expertise, management and administrative capabilities and capacity, professional staff, financial resources and stability, and administrative and fiscal systems to carry out the work described in this RFQ. Applicants must meet high standards of public services and fiduciary responsibility. Montgomery County Economic Development Corporation requires assurance that the selected applicant’s performance of the terms and conditions of any agreement resulting from this RFQ be undertaken in accordance with the highest level of integrity and business ethics. Applicants must be able to implement a system of self-monitoring, including the review of key data related to performance, quality assurance, financial integrity, and accuracy. If Montgomery County Economic Development Corporation determines, at its sole discretion, that the selected applicant is not responsible, that it does not possess the administrative, fiscal, and/or technical resources and capabilities necessary to successfully perform under the terms and conditions of an agreement, it shall terminate the agreement immediately.

MCEDC is committed to supporting minority-owned and local businesses and strongly encourages qualifying organizations to submit a quote for this opportunity.

2. Quote Submission Process

Interested and qualified bidders must submit quotes by March 7, 2023 at 12:00pm ET to procurement@tpma-inc.com. Emails with attached quotes must have the subject line “MCEDC IT Services [Organization Name].” Late or incomplete quotes will not be considered. Quotes must contain all of the components listed below in the same general order provided. Strong quotes will demonstrate a full understanding of the requirements described in this RFQ and establish the capacity, expertise, and program design needed to meet the standards and goals.

Note: *Bids that fail to follow this order or are missing components may not be considered.*

A. Cover Sheet and Front Matter

- Use Cover Sheet template provided in Appendix A.
- Complete Conflict of Interest Form in Appendix B.
- Provide documentation of:
 - i. Good standing with the State of Maryland
 - ii. Proof of licensure
 - iii. Proof of insurance

B. Executive Summary

- Maximum 1 page
- Include a description of the proposed services and proposed annual cost.
- Describe the organization’s qualifications, brief history, identification as minority-owned and/or locally-owned business, and alignment with the services requested.



C. IT Services Description.

- Describe the IT services and related products being proposed and demonstrate how they meet all requirements listed in this RFQ.
- Describe process for handling both onsite and remote work staff.

D. Management Plan

- Provide a description of how the proposed project will be effectively managed, including establishing project accountability, facilitating communication, ensuring quality services, handling poor performance, and managing scheduling and invoice flows.
- Describe approach and timeline for transition from existing vendor (if applicable).

E. Past Performance

- Provide two examples of past performance similar to the size and technical scope of the services listed in this RFQ.
- Include the name and address, period of performance, and points of contacts with relevant contact information for each example provided. (Use template provided in Appendix C).

F. Proposed Pricing

- Pricing should be itemized similar to the presentation in Section II.1 “Scope of Work/Service Requested” and provided with a monthly or annual cost quote for these services.

3. Site Visits

To allow for an in-person assessment of the IT environment and unique needs, MCEDC will permit bidders to schedule in-person site visits or phone conversations to collect additional information from February 13 to February 24. To schedule a site visit or call, contact Stacey Hardy at stacey@thinkmoco.com. The scheduling of site visits and/or calls is subject to the availability of MCEDC staff.

4. Questions

All questions or requests for additional information must be emailed in writing to procurement@tpma-inc.com with the subject line “MCEDC IT RFQ Questions” by February 28, 2023 at 5:00pm ET. Questions received after this date and time will not be answered. Responses to submitted questions will be posted to the Montgomery County Economic Development Corporation website by March 3, 2023 at 5pm ET.

5. RFQ Timeline

The table below provides a timeline of activities for this procurement. In the event dates are changed, MCEDC will post an updated timeline to the procurement website.

Activity	Date
Updated RFQ Release	02/07/2023
Site Visits	02/13-24/2023
Deadline for Bidder Questions	02/28/2023 at 5:00pm ET
Response to Bidder Questions Posted	03/03/2023
Quote Deadline (email only)	03/07/2023 at 12:00pm ET
Interviews	03/13-17/2023
Notification to All Bidders	03/21/2023
Contract Begin Date	04/01/2023*

*contract start date is an estimate and subject to change



6. Review and Selection Process

Bids in response to this RFQ should be completed entirely and should not exceed 15 pages. Once completed, interested parties must submit their quote electronically as one PDF file to TPMA at procurement@tpma-inc.com The subject line should read: “MCEDC IT Services [Organization Name].”

In accordance with MCEDC’s commitment to supporting local and minority-owned businesses, bonus points will be awarded to bidders who qualify as local and/or minority-owned. In order to qualify for these bonus points, bidders are asked to self-identify on the cover page of their quote. For the purposes of validating these designations, bidders should also include information in their executive summary regarding their rationale for claiming these distinctions.

Following quote review, up to three organizations will be contacted for an interview with Montgomery County Economic Development Corporation’s purchasing and review committee.

Section	Points
Cover Sheet and Front Matter	5
Executive Summary	5
IT Services Description	25
Management Plan	25
Past Performance	15
Proposed Pricing	25
Quote TOTAL	100
Minority-owned business	5
Locally-owned business	5
TOTAL POSSIBLE POINTS	110

7. Notice of Award

All bidders will be notified by email as to their selection status by March 21, 2023. Unsuccessful respondents who wish to obtain information on the evaluation of their quote should submit a written request to: procurement@tpma-inc.com



Attachment A: Cover Sheet

Please complete this **mandatory** cover sheet accordingly.

Organization Name	
Address	
Phone Number	
Number of Years in Business	
Minority-Owned Business	<input type="checkbox"/>
Locally-Owned Business	<input type="checkbox"/>
FEIN #	
DUNS #	
Contact Person	
Contact Person's Email Address	
Signatory Authority Signature	

Proposed Annual Pricing:

\$ _____



Attachment B: Conflict of Interest Form

By submitting a quote, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if Montgomery County Economic Development Corporation awards a contract. A conflict of interest would arise if any individual involved in the preparation of this quote and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFQ. Montgomery County Economic Development Corporation reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name

Signature

Date

*Note: This form is a **mandatory** required document to be considered for the contract.*



Attachment C: References

Bidders are required to provide three letters of references who can verify their experience, along with a contact phone number or email. References should be for experience in the past 5 years.

Reference #1 Name: _____

Title and Organization: _____

Phone # and email: _____

Reference #2 Name: _____

Title and Organization: _____

Phone # and email: _____

Reference #3 Name: _____

Title and Organization: _____

Phone # or email _____