

**Northeast Maryland Waste Disposal Authority  
Request for Proposals for IT Management & Support Services  
March 16, 2020**

**REQUEST  
FOR  
PROPOSALS  
FOR  
INFORMATION TECHNOLOGY  
MANAGEMENT & SUPPORT SERVICES**

**Northeast Maryland Waste Disposal Authority  
Tower II - Suite 402  
100 S. Charles Street  
Baltimore, MD 21201-2705**

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**PROPOSER'S CONTACT INFORMATION FORM**

**Please return this form immediately so we can send any changes to this RFP!**

(1<sup>st</sup>) Name: \_\_\_\_\_

Title: \_\_\_\_\_

(2<sup>nd</sup>) Name: \_\_\_\_\_

*(optional)*

Title: \_\_\_\_\_

*(optional)*

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail (1<sup>st</sup>): \_\_\_\_\_

E-mail (2<sup>nd</sup>): \_\_\_\_\_

All contact and correspondence relating to this Request for Proposals will be sent to your Company by email. We reserve the right to fax correspondence if necessary.

This form may be emailed to [procurement@nmwda.org](mailto:procurement@nmwda.org), faxed to 410-333-2721 or mailed to:

**Northeast Maryland Waste Disposal Authority  
Attention: Procurement – IT Management and Support Services  
Tower II – Suite 402  
100 South Charles Street  
Baltimore, MD 21201-2705**

**REQUEST FOR PROPOSALS  
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**NORTHEAST MARYLAND WASTE DISPOSAL AUTHORITY**

The Northeast Maryland Waste Disposal Authority (the “Authority”), is an instrumentality of the State of Maryland, and as such is tax exempt (Tax Exemption #30002563) and eligible for government pricing when available.

Proposals from *vendors in business at least five years* can be e-mailed to [procurement@nmwda.org](mailto:procurement@nmwda.org), faxed to 410-333-2721 or mailed to the address below by 12 p.m. on Monday, April 20, 2020. All references to time in this RFP refer to local time.

Northeast Maryland Waste Disposal Authority  
Attention: Procurement – IT Management and Support Services  
Tower II – Suite 402, 100 S. Charles Street  
Baltimore, MD 21201-2705

Minority Businesses are encouraged to respond to this RFP. The Authority is an Equal Opportunity Employer.

**1. SCOPE OF WORK/TERM OF SERVICES**

The Authority is looking for an established Information Technology (IT) Vendor to assist with managing our online services and on-premises systems, as well as assistance with consulting, support, administration, maintenance and implementation of the Authority’s network infrastructure.

The selected Vendor will be responsible for renewing the Authority’s current subscriptions of Microsoft Office 365 E3, which includes, but is not limited to, Enterprise Class e-mail with unlimited mailbox size, Exchange Online Protection, SharePoint for Document Management and Storage, OneDrive, Office desktop applications, etc. The Authority’s current subscriptions to Microsoft Office 365 E3 will expire on June 30, 2020. The Authority uses Veeam for Backup and Recovery; however, the Authority will consider using another Vendor recommended backup and recovery product. The selected Vendor will work with the Authority, as well as the current Vendor if necessary, in order to achieve a smooth transition of all services, effective July 1, 2020.

This process will include:

1. Renewal of Annual Office 365 E3 Subscriptions for Staff
2. Implementation of a Back-up and Recovery Option, such as Veeam, or another similar product

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3. Support for Network Infrastructure - such as user computers, network switch, firewall, UPS, wireless access points, printers, etc.
4. Helpdesk / Remote Support
5. On-site Service on an as needed basis
6. Warranty and Technical Support

The services requested under this RFP will commence on July 1, 2020 and end on June 30, 2022, with one (1) additional 12-month renewal term, at the Authority's sole option.

## **2. NETWORK INFRASTRUCTURE**

The Authority has 10 full time employees with Microsoft Office 365 E3 Subscriptions, as well as Adobe Acrobat Pro DC, and other various software applications installed on eight (8) desktop computers, five (5) notebook computers and one (1) Intel mini-PC, all running Microsoft Windows 10 operating system. For antivirus/malware, the Authority uses Microsoft Defender. The current installed network cabling is fast Ethernet over Category 5e. The Authority purchased and installed new user desktop and notebook computers, monitors, and network hardware in June 2019, except for the SonicWall firewall, which was purchased in 2016. Descriptions of all existing user computers and network hardware are listed in Schedule A.

All Authority company files are stored on the Microsoft Cloud and accessed through the Authority's SharePoint document library. The Authority had new VOIP telephones installed in November 2019 and has a contract for service with Mitel. The Authority's accounting department uses QuickBooks Pro through an on-line subscription with Right Networks and all QuickBooks files are stored on the Right Networks Cloud.

## **3. ONGOING SUPPORT SERVICES REQUIRED UNDER SERVICE CONTRACT**

The Authority purchased extended warranties on the majority of the new hardware, which was purchased in 2019 (see Schedule A). The successful Vendor will be required to work with providers of the warranties to troubleshoot and repair or replace covered hardware as necessary.

If the Vendor's service contract does not include the following, a separate agreement will need to be put in place that includes, but is not limited to:

- loaner equipment for any network infrastructure repairs that take longer than one (1) business day
- a description of routine and emergency network response service times
- network infrastructure technical support
- desktop operating system and application software service and support (including frequency of routine maintenance and updates)
- hourly rates for work requested by the Authority that is outside the scope of the services agreement

**Note:** Vendor may provide two separate price proposals for ongoing support services: 1) Call Center/Help Desk including on-site assistance, and/or 2) Call Center/Help Desk with hourly rates for on-site assistance when requested by the Authority.

#### **4. TECHNICAL DETAILS AND SPECIFICATIONS**

The Authority currently has two dedicated Internet connections installed to support direct access to the Internet. The primary connection is an Enterprise-Class Cogent Fast Ethernet 100 MBps up connection. The second connection, which serves as a back-up, is a Comcast 250 MB down/25 MB up connection. The dedicated Internet service is currently installed and utilized for LAN-to-Internet access.

The successful Vendor will be responsible for communications with ISP providers, when necessary, to troubleshoot any connection problems, in order to maintain two fully functional internet connections. Any additional labor or consulting services required must be included in the Vendor's proposal.

#### **5. VENDOR SUPPLIED HARDWARE/SOFTWARE AND WARRANTIES**

Vendor will be responsible for maintaining an efficient computer network infrastructure system. If Vendor determines that additional hardware or software components are required to maintain the Authority's network, those items must be identified in Schedule B.

The Vendor is free to propose any brand of hardware or software it believes is best for the application, provided it is new, of good quality, and is certified and compatible with the Authority's network. Documentation on any hardware Vendor purchases and installs for the Authority, including manufacturers' warranty certificates, etc. must be provided.

#### **6. DISPOSITION OF EXISTING EQUIPMENT**

The Authority currently has some existing equipment, which needs to be removed and recycled (see Schedule C). The Vendor will take responsibility for reformatting hard drives on the equipment before recycling. If Vendor does not provide this type of service, they may use a subcontractor. The cost of reformatting and recycling the existing equipment should be entered on Schedule C where indicated.

#### **7. INSURANCE**

Vendor must provide evidence of General Liability and Worker's Compensation Insurance (see Schedule H).

#### **8. EVALUATION OF PROPOSALS**

The Authority shall appoint an evaluation committee (the "Evaluation Committee") to be composed of Authority staff members and any other individuals that the Authority may determine are in its best interest to serve on the Evaluation Committee.

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The award will be based on several weighted criteria which provide the best overall solution based on the Vendor's understanding of the RFP in order of importance:

1. experience and technical expertise of Vendor;
2. quality and relevance of references;
3. completion schedule;
4. costs;
5. completeness of proposal;
6. response times - hardware and software support; and
7. response guarantees and other proposed service contract terms.

***The Authority is not obligated to accept the lowest price proposal.***

## **9. REQUIRED INFORMATION**

Schedule A must be acknowledged, and Schedules B through H must be completed.

**Note:** The Vendor's price proposal will be irrevocable for a period of ninety (90) days from the Proposal Closing date.

## **10. WRITTEN QUESTIONS AND RFP AMENDMENTS**

Prospective Vendors may submit written questions by mail at the address below, by email to [procurement@nmwda.org](mailto:procurement@nmwda.org), or by fax to 410-333-2721. The Authority will endeavor to respond in writing to requests for information submitted by 4:00 p.m. on Monday, March 30, 2020; however, the Authority makes no assurance that written responses will be tendered if, in the opinion of the Authority, such information is evident in the RFP or goes beyond the intended scope of this RFP. Any written responses to questions submitted shall be emailed by 4:00 p.m. on Monday, April 6, 2020 to all prospective Vendors who provided a Proposer's Contact Information Form.

Northeast Maryland Waste Disposal Authority  
Attention: Procurement – Network Infrastructure/User Computers  
Tower II - Suite 402  
100 S. Charles Street  
Baltimore, MD 21201-2705  
Email: [procurement@nmwda.org](mailto:procurement@nmwda.org)  
Fax: (410) 333-2721

If this RFP requires amendment, written notice of the amendment will be given to all prospective Vendors who return the Proposer's Contact Information Form. The Authority reserves the right to modify, amend or cancel this RFP if the Authority determines, in its sole discretion, that it is in the best interest of the Authority to do so.



**11. DISCRETION IN DETERMINING DEVIATIONS AND COMPLIANCE**

The Authority reserves and has the sole discretion to determine which of the Vendors have met the minimum qualifications of this RFP. The Authority shall have the sole right to determine whether any deviation from the requirements of this RFP is substantive in nature and may reject proposals that are not reasonably susceptible of being selected for Contract award. In addition, the Authority may reject in whole or in part any and all proposals, may waive minor irregularities in proposals, may allow a Vendor to correct minor irregularities, and may negotiate with responsible Vendors in any manner deemed necessary to serve the best interests of the Authority.

**12. ADA COMPLIANCE -- ALTERNATIVE FORMS**

Alternative forms of this RFP will be provided upon request.

**SCHEDULE A**

**AUTHORITY EXISTING HARDWARE**

Quantity	Description
1	SonicWall TZ500 Firewall ( <i>purchased and installed in 2016</i> ). <i>The Authority has continued to purchase the Extended Warranty w/Anti-Malware, Intrusion Prevention and Application Control, which is up for renewal July 1, 2020</i> ). SonicWall has advised that extended warranty and service plans will be available for this unit through 2024.
1	HPE OfficeConnect Switch 1920S 48G 4SFP Ppoe+ 370W, 48 Ports - Managed
2	Ubiquiti Unifi UAP-AC-HD – Wireless Access Points
1	APC Smart-UPS 1500 LCD - 1 kW - 1440 VA with APC SmartConnect
8	Desktops - HP EliteDesk 800 G4 - SFF - Core i7 8700 3.2 GHz - 16 GB - 256 GB SSD (w/HP e-Care Pack Extended Warranty - Next Business Day Hardware On-Site Support, Parts & Labor - 4 years remaining)
5	Laptops - HP ProBook 650 G4 - 15.6” - Core i7 8850H - 16GB RAM - 256 GB SSD (w/HP e-Care Pack Extended Warranty - Next Business Day Hardware On-Site Support - Parts & Labor - 3 years remaining)
3	Docking Stations - HP UltraSlim Docking Station 2013 - VGA, 2 x DP
12	Monitors - HP EliteDisplay E243m - LED monitor - Full HD (1080p) 23.8” (w/HP e-Care Pack Extended Warranty - Next Business Day Hardware On-Site Support, Parts & Labor - 4 years remaining)
1	Canon Image Runner Advance Copier/Printer C5550i
1	Laser Printer – HP LaserJet Enterprise M506n
2	Laser Printer – HP LaserJet Enterprise M608x (w/HP e-Care Pack Extended Warranty – 4-Hour, 9x5 Onsite Hardware, Parts & labor – 2 years remaining)
1	Mini PC - Intel Next Unit of Computing Kit NUC7i5BNKPC - Business - Core i5
1	70” Monitor - Panasonic TH-70SF2HU SF2H Series - LED Display

**Acknowledged by:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**SCHEDULE B**

**VENDOR SUPPLIED HARDWARE AND SOFTWARE COMPONENTS**

Any additional hardware or software components that Vendor deems necessary in order to maintain the Authority's network infrastructure, should be entered in table below.

Quantity	Description	Price

**SCHEDULE C**

**EXISTING EQUIPMENT TO BE RECYCLED**

Quantity	Description
1	HP ProLiant ML350 Server
1	Dell Precision Server T3500
2	Lacie Storage Devices
1	3com Switch
2	Canon Scanners DR-3080C-II
2	HP LaserJet Enterprise 600 Printers M603xh
1	HP LaserJet 75-Sheet Envelope Feeder for HP M603xh Printer
2	HP LaserJet P4515tn Printers
1	HP LaserJet 75-Sheet Envelope Feeder for HP P4515tn Printer
1	HP LaserJet 4200n Printer
1	APC Smart UPS 1500
1	HP Compaq Desktop DC5800
1	Dell Monitor
1	ViewSonic 19" Widescreen Monitor
<p>Total Price for removal, reformatting hard drives and recycling of the above listed existing equipment \$_____.</p>	

**SCHEDULE D**

**VENDOR REFERENCES**

Each Vendor must submit three references showing their ability to perform work similar to the type specified in this RFP. At least one reference must be more than five years old. At least one reference must be current. **At least one reference with experience in supporting Microsoft Office 365 E3.** Preferably, one reference from within the downtown Baltimore business district. References must include the company name, address, phone number, and a contact name.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

**SCHEDULE E**

**SOFTWARE APPLICATION EXPERIENCE**

The Authority currently uses the software applications listed below.

<b>Application</b>	<b>Experience</b>	
	<b>Yes (no. of years)</b>	<b>No</b>
Microsoft Office 365 E3		
SharePoint		
Adobe Acrobat Pro DC		
QuickBooks Pro		

**SCHEDULE F**

**SET-UP/INSTALLATION SCHEDULE**

Please provide description and schedule for set-up as well as installation of any hardware and/or software components deemed necessary in order to complete the transition of all existing services to selected Vendor:

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## SCHEDULE G

### SERVICE/SUPPORT CONTRACT

The services requested under this RFP will commence on July 1, 2020 and end on June 30, 2022, with one (1) additional 12-month renewal term, at the Authority's sole option. The Authority's rules and regulations, as well as established case law, require a competitive bidding process that does not allow for the mutual renewal of options for contracts (see COMAR Sec. 14.13.01 (Procurement Procedures) and Mayor of Baltimore v. Bio Gro Systems, Inc., 300 Md. 248 (Md. 1984)).

All services included in this RFP must be provided during the entire term of the contract, including any renewal period. Pricing shall be provided as a monthly service fee for each year of the contract, including any renewal period.

**Please attach a copy of Vendor's service contract.**



**SCHEDULE H**

**INSURANCE**

Please attach a copy of your evidence of General Liability and Worker's Compensation Insurance.