



**REQUEST**

**FOR**

**PROPOSALS**

**FOR**

**INFORMATION TECHNOLOGY  
HARDWARE, SOFTWARE, INTEGRATION  
MANAGEMENT & SUPPORT SERVICES**

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

**February 1, 2023**

**TABLE OF CONTENTS**

1. SCOPE OF WORK/TERM OF SERVICES.....	1
2. NETWORK INFRASTRUCTURE .....	2
3. ONGOING SUPPORT SERVICES REQUIRED UNDER SERVICE CONTRACT .....	3
4. TECHNICAL DETAILS AND SPECIFICATIONS.....	3
5. VENDOR SUPPLIED HARDWARE/SOFTWARE AND WARRANTIES.....	4
6. DISPOSITION OF EXISTING EQUIPMENT .....	4
7. INSURANCE .....	4
8. EVALUATION OF PROPOSALS.....	4
9. REQUIRED INFORMATION .....	5
10. WRITTEN QUESTIONS AND RFP AMENDMENTS.....	5
11. DISCRETION IN DETERMINING DEVIATIONS AND COMPLIANCE.....	5
12. ADA COMPLIANCE -- ALTERNATIVE FORMS .....	6
13. DISCLOSURE .....	6
14. INCURRED EXPENSES .....	6
15. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY .....	6
SCHEDULE A .....	7
AUTHORITY EXISTING HARDWARE .....	7
SCHEDULE B .....	8
VENDOR SUPPLIED HARDWARE AND SOFTWARE COMPONENTS .....	8
SCHEDULE C .....	9
REMOVAL AND RECYCLING OF EQUIPMENT .....	9
SCHEDULE D .....	10
VENDOR REFERENCES.....	10
SCHEDULE E.....	11
SOFTWARE APPLICATION EXPERIENCE.....	11
SCHEDULE F.....	12
SET-UP/INSTALLATION SCHEDULE.....	12
SCHEDULE G .....	13
SERVICE/SUPPORT CONTRACT .....	13
SCHEDULE H .....	14
INSURANCE.....	14

**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 should be emailed to [procurement@nmwda.org](mailto:procurement@nmwda.org), with the subject line "IT Hardware, Software, Integration, Management and Support Services."

**REQUEST FOR PROPOSALS  
FOR  
INFORMATION TECHNOLOGY  
HARDWARE, SOFTWARE, INTEGRATION  
MANAGEMENT AND SUPPORT SERVICES**

**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** shall be emailed to [procurement@nmwda.org](mailto:procurement@nmwda.org), by 12:00 p.m. on Monday, March 6, 2023, with the subject line “IT Hardware, Software, Integration, Management and Support Services.” All references to time in this RFP refer to local time.

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 managing the Authority’s Microsoft subscriptions, 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 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, 2023.

This process will include:

1. Microsoft Office 365 E3 Subscriptions for Staff, to include Teams Phone Calling Plan
2. Implementation of a Back-up and Recovery Option, such as Veeam, or another similar product
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

**Northeast Maryland Waste Disposal Authority**  
**Request for Proposals for IT Hardware, Software, Integration, Management & Support Services**  
**February 1, 2023**

The table below lists the Authority’s subscriptions with the current Vendor. The Authority will work with the selected Vendor to review these subscriptions, as well any additional services, which may be proposed by the selected Vendor.

**Authority Subscriptions through Current Vendor**

<b>Description</b>	<b>Quantity</b>
Microsoft 365 E3 – New Commerce Experience	11
Microsoft 365 F3 – New Commerce Experience	5
Microsoft Enterprise Mobility + Security E5	1
Microsoft Teams Phone w (Voice Telephone) Calling Plan – New Commerce	12
Microsoft Teams Rooms Standard – New Commerce Experience	1
Microsoft Defender for Office 365 (Plan 2)	1
Microsoft Defender for Endpoint P2	1
Event Horizon Managed Endpoint – Standard	11
Event Horizon Managed Endpoint – Essentials	3
Event Horizon Co-Managed Cloud – Micro Business (Service Plan)	1
Event Horizon Managed Infrastructure	1
Cybersecurity Readiness and Response	1
Veeam Cloud Backup for Workstations	11
Veeam Cloud Backup for Office 365	11

The services requested under this RFP will commence on July 1, 2023 and end on June 30, 2026, with two (2) additional 12-month renewal terms, 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)). Additionally, the Authority may, without liability, terminate the resulting contract with the Vendor for the Authority’s own convenience upon written notice to the Vendor not less than 30 days prior to the effective date for such termination. In the event of any such termination, the Consultant shall be entitled to compensation for work satisfactorily performed until the termination, plus reasonable costs incurred and substantiated as a result of the termination.

**2. NETWORK INFRASTRUCTURE**

The Authority has 10 full-time employees. All staff have Microsoft Office 365 E3 Subscriptions, as well as Adobe Acrobat Pro DC, and other various software applications installed on desktop computers and/or notebook computers, as well as one 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. Please see Schedule A for a complete list of existing hardware, which includes warranty/extended coverage expiration dates. The selected Vendor will work with the Authority to review existing hardware and provide recommendations as to which items should be replaced. The Authority is eligible for government pricing on hardware and the majority of our current hardware was purchased from CDW-G under the Sourcewell contract.

**Northeast Maryland Waste Disposal Authority  
Request for Proposals for IT Hardware, Software, Integration, Management & Support Services  
February 1, 2023**

The Authority has a teleworking policy, which allows staff to work remotely on a schedule as approved by the Executive Director. Currently, staff are permitted to work remotely two days per week. The Authority provides computers for staff to use while working remotely (laptops and/or workstations and monitors). All Authority company files are stored on the Microsoft Cloud and accessed through the Authority's SharePoint document library (less than 500 GB of data). The Authority uses Microsoft Teams Phones with Calling Plan – New Commerce for telephone access and has a subscription for each staff member. The Authority's accounting department uses QuickBooks Desktop Pro 2021 through an on-line subscription with Right Networks and all QuickBooks files are stored on the Right Networks Cloud. The Accounting Manager also backs-up the QuickBooks data on a removable hard drive.

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

The Authority purchased extended warranties on the majority of the 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 coordinate repair or replacement of 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
- laptop/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 will work with the selected Vendor to review all existing hardware to determine which hardware should be replaced. Once replacement hardware is purchased and installed, the Authority will require assistance with removal of any replaced equipment from our office. The Vendor will take responsibility for reformatting any hard drives before recycling. If Vendor does not provide this type of service, they may use a subcontractor. The cost of reformatting and recycling equipment should be provided on Schedule C.

**7. INSURANCE**

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

**8. EVALUATION OF PROPOSALS**

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

The Authority will select the proposal that is deemed to be the most advantageous and best overall value to the Authority based on compliance with the requirements and information requested in this RFP, as well as the following factors (in order of importance):

1. experience and technical expertise of Vendor;
2. quality and relevance of references;
3. completion schedule;
4. costs;

**Northeast Maryland Waste Disposal Authority**  
**Request for Proposals for IT Hardware, Software, Integration, Management & Support Services**  
**February 1, 2023**

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.***

The Authority will employ the method of competitive negotiation to select a Vendor. The Authority reserves the right to make an award based on the initial proposals submitted, without oral presentations or best and final offers.

If the Executive Director determines that multi-step negotiations are in the best interest of the Authority, the Executive Director will advise offerors whose proposals are determined to be reasonably susceptible of award as to how such negotiations will be conducted. The Authority may establish a competitive range and may request best and final offers. However, the Authority reserves the right to make an award on the basis of initial proposals, so Vendors should not assume that they will have an opportunity to revise their initial proposals. Vendors whose proposals are not accepted will be so notified in writing.

**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 email to [procurement@nmwda.org](mailto:procurement@nmwda.org) with the subject line "IT Hardware, Software, Integration, Management and Support Services." The Authority will endeavor to respond in writing to requests for information submitted by 4:00 p.m. on Friday, February 10, 2023; 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 Friday, February 17, 2023 to all prospective Vendors who provided a Proposer's Contact Information Form and will be posted on the Authority's website at [www.nmwda.org](http://www.nmwda.org).

If this RFP requires amendment, written notice of the amendment will be given to all prospective Vendors who return the Proposers Contact Information Form and will be posted on the Authority's website. 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



**Northeast Maryland Waste Disposal Authority**  
**Request for Proposals for IT Hardware, Software, Integration, Management & Support Services**  
**February 1, 2023**

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.

**13. DISCLOSURE**

Proposals submitted in response to this RFP are subject to the Maryland Public Information Act ("MPIA"). Vendors should identify any portions of their proposals that they consider to be confidential, proprietary commercial information, or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the Authority under the MPIA. Vendors are advised that, upon request for this information from a third party, the Authority is required to determine independently whether the information can be withheld under the law. If the Authority determines that materials marked as confidential must be disclosed under the law, the Authority will notify the Vendor in advance of releasing the information to permit the Vendor to take independent action to protect the information. Vendors agree that the Authority has no liability for the release of information it determines in good faith must be disclosed under the law.

**14. INCURRED EXPENSES**

The Authority is not responsible for any expenses that Vendors may incur in preparing and submitting proposals. Proposals will not be returned to Vendors.

**15. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY**

Vendors must comply with all applicable federal, state and local laws and regulations pertaining to non-discrimination and equal employment opportunity.

**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, 2023</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
7	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 – ends 5-11-24)
sw1	Desktop – HP EliteDesk 800 G4 SFF – warranty ends 9-18-23
1	Desktop – HP EliteDesk 800 G4 SFF
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 – ends 5-19-23)
1	HP ProBook 650 G5 Notebook PC – warranty ends 5-22-23
1	HP ProBook 650 G5 Notebook PC – warranty ends 10-3-23
1	HP ProBook 650 G5 Notebook PC – warranty ends 11-6-23
1	HP ProBook 650 G8 Notebook PC – warranty ends 6-12-25
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 – ends 5-19-24)
1	Canon Image Runner Advance Copier/Printer C5850i (lease ends 9-29-26)
1	Laser Printer – HP LaserJet Enterprise M506n
2	Laser Printer – HP LaserJet Enterprise M608x
1	Mini PC - Intel Next Unit of Computing Kit NUC7i5BNKPC - Business - Core i5
1	70” Monitor - Panasonic TH-70SF2HU SF2H Series - LED Display
1	Yealink CP965 Microsoft Teams Conference Phone

**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**

**REMOVAL AND RECYCLING OF EQUIPMENT**

The Authority will work with the selected Vendor to review all existing hardware to determine, which hardware should be replaced. Once new hardware is purchased and installed, the Authority will require assistance with removal of the old equipment from our office. The Vendor will take responsibility for reformatting any hard drives before recycling. If Vendor does not provide this type of service, they may use a subcontractor. Please provide a brief description of pricing structure for removing and recycling of replaced hardware (such as pricing per item, bulk pick-up pricing, etc.).

<b>Quantity</b>	<b>Item Description</b>	<b>Price</b>

**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 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.

Application	Experience	
	Yes (no. of years)	No
Microsoft Office 365 E3		
Microsoft SharePoint		
Adobe Acrobat Pro DC		
Intuit QuickBooks Desktop Pro 2021		

**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:

---

---

---

---

---

---

---

---

---

---

---

**SCHEDULE G**

**SERVICE/SUPPORT CONTRACT**

The services requested under this RFP will commence on July 1, 2023 and end on June 30, 2026, with two (2) additional 12-month renewal terms, 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)).

Additionally, the Authority may, without liability, terminate the resulting contract with the Vendor for the Authority's own convenience upon written notice to the Vendor not less than 30 days prior to the effective date for such termination. In the event of any such termination, the Consultant shall be entitled to compensation for work satisfactorily performed until the termination, plus reasonable costs incurred and substantiated as a result of the termination.

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.