



Managed IT Service Provider Request for Proposal

RFP COORDINATOR:

Mr. Dylan Galloway
Town Administrator
Town of Cheverly
6401 Forest Rd, Cheverly MD, 20785
dgalloway@cheverly-md.gov
301-773-8360

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1. Introduction

THE TOWN OF CHEVERLY is pleased to invite you to respond to this Request for Proposal (RFP) for Managed IT Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select a single organization to provide IT services to THE TOWN OF CHEVERLY.

1.1 About THE TOWN OF CHEVERLY

The Town of Cheverly was incorporated in 1931 and derives its governing authority from the Charter, as amended, granted by the General Assembly. The powers of the Town are provided in the Charter and in the Constitution and laws of the State of Maryland. In 1970, the Town established a Mayor-Council form of government with the executive functions vested in an elected Mayor and legislative functions vested in a six-member Town Council, of which the mayor serves as President. As President, the Mayor may participate in all Council discussions. The mayor may vote only when necessary to break a tie vote of the Council or to provide four affirmative votes. The six Councilmembers are elected by ward every two years and the mayor is elected every three years.

The Town is 1.27 square miles in area, and the 2020 U.S. Census survey counted a population of 6,170 residents. The Town is in the western portion of Prince George's County, Maryland, just one mile from the northeastern Washington, D.C. border. Cheverly lies between two major road arteries -- the Baltimore-Washington Parkway and Maryland Route 50. Established as a planned residential community, Cheverly is convenient to Washington, D.C. by Metro bus and rail, and to retail shopping centers in the surrounding communities. The Town's acreage is 80% residential, 10% commercial and 10% open space. The Town is the 19th largest of the 28 incorporated municipalities in the County.

The Town has approximately 45 full-time and 3 part-time employees, including the Town Administrator, Chief of Police, and Director of Public Works, each of whom is appointed to serve at the pleasure of the Mayor and Town Council. A full-time Town Administrator acts as the Chief Administrative Officer and is responsible for implementing the policies established by the Mayor and Council and overseeing day-to-day operations of the town.

1.2 Purpose

With this RFP, THE TOWN OF CHEVERLY is requesting information about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for THE TOWN OF CHEVERLY.

This RFP is issued solely for information and planning purposes. This document does not commit THE TOWN OF CHEVERLY to contract for any service, supply, or subscription whatsoever. THE TOWN OF CHEVERLY will not reimburse any information or administrative

costs incurred due to participation in response to the RFP. All costs associated with response will solely reside at the responding party's expense.

1.3 Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to THE TOWN OF CHEVERLY Managed Service Provider selection effort, may be disclosed to another party, or used for any other purpose without express written or verbal consent.

2. Environment Overview

The information below outlines the general demographics of THE TOWN OF CHEVERLY and our current technical environment.

Office Locations:

- A. Cheverly Town Hall (Administrative Office)-6401 Forest Rd, Cheverly, MD 20785
- B. Cheverly Police Department- 6401 Forest Rd, Cheverly, MD 20785
- C. Cheverly Town Hall (Public Works)-6401 Forest Rd, Cheverly, MD 20785

Number of Employees: 50

Remote Employees: 10

Current Technical Environment:

- **Core Hardware** *[Servers, switches, firewalls, routers, etc.]*
 - Servers – 1x PowerEdge T550
 - Firewall – 2x TZ-500
 - Switches – 1x HP OfficeConnect 1920S 48P
 - 1x Aruba 2930F 48P
 - 1x Unifi USW 48P
 - 1x Cisco SG350 28P
 - Access Points – 10x Unifi AC
 - 1x Unifi Cloud Key
 - Network Attached Storage (NAS) – 1x Synology RS361xs
- **Applications/Software**
 - Adobe Acrobat
 - Microsoft Office 365 Suite
 - Ring Central
 - Edgewave – PD spam filter
 - Kaseya
 - CrowdStrike
 - Web browsers (Chrome, Firefox, Edge)

- **Connectivity**
 - Comcast Business
- **Remote Access / VPN**
 - NetExtender
- **Backups, Antivirus and Remote Support Software**
 - CrowdStrike
 - Edgewave
 - Kaseya
 - Veeam
- **Workstations and other Devices**
 - 54x Workstations (Mix of Laptops and Desktops)
 - Dell, Toughbook, HP, Lenovo
 - 2x Kyocera TASKalfa 3554ci
 - 1x Sharp MX-3050
 - 1x HP OfficeJet Pro 9025
 - 1x Brother MFC-J4535DW
 - 54x Workstations (Mix of Laptops and Desktops)
 - Dell, Toughbook, HP, Lenovo
 - 2x Kyocera TASKalfa 3554ci
 - 1x Sharp MX-3050
 - 1x HP OfficeJet Pro 9025
 - 1x Brother MFC-J4535DW

3. Service Requirements

As part of this RFP, THE TOWN OF CHEVERLY has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of THE TOWN OF CHEVERLY’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure TOWN OF CHEVERLY’s IT systems and resources are effectively managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support TOWN OF CHEVERLY’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.

- **Email System Management** - THE TOWN OF CHEVERLY requires the management and administration of TOWN OF CHEVERLY's email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – THE TOWN OF CHEVERLY is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** - THE TOWN OF CHEVERLY requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by THE TOWN OF CHEVERLY.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of TOWN OF CHEVERLY's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions THE TOWN OF CHEVERLY may utilize.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by THE TOWN OF CHEVERLY and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – THE TOWN OF CHEVERLY expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify THE TOWN OF CHEVERLY of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of TOWN OF CHEVERLY's devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must help select commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement of failed equipment, and the acquisition and provisioning of new equipment as needed.
- **Printers, Copiers, and Scanners** -The MSP must be able to support existing printers, copiers, and scanner-related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must identify standardization and management of desktop images and ensure that staff are using current products and current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Move, Add, Change (MAC)** – THE TOWN OF CHEVERLY is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.

- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The MSP must offer an internal escalation process in tandem with THE TOWN OF CHEVERLY to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should offer project management and technical engineering resources to assist with technical projects identified by the MSP or THE TOWN OF CHEVERLY.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels** – The MSP should identify service level agreements or objectives and report back regularly to THE TOWN OF CHEVERLY on their ability to meet them.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting** - The MSP should offer services related to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - The MSP must have process and procedure in place for onboard or offboard team members in a prompt and efficient manner.
- **Compliance** – The MSP must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the MSP should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Multi-Factor Authentication (MFA)** – MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to teach TOWN OF CHEVERLY's staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
- **Vulnerability Testing** - The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of TOWN OF CHEVERLY's business network.
- **Managed SOC-as-a-Service** - The MSP should offer Managed SOC-as-a-Service to monitor THE TOWN OF CHEVERLY environment and ensure proactive detection and response to threats, intrusions, and attacks.
- **Special Projects** – Migrate the Administration Commercial Tenant to a new GCC Tenant and merge the Microsoft 0365 and Active Directory for the Administration and Police Departments.

4. Response Process

4.1 Notification of Intent to Respond and Clarifying Questions

Please indicate your intention to respond to this RFP by email to the Primary RFP Contact listed below by the *Intent to Respond and Questions Due* date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP.

4.2 Primary RFP Contact

Please direct all inquiries regarding this RFP to:

Dylan Galloway
Town Administrator
The Town of Cheverly
Dgalloway@cheverly-md.gov
301-773-8360

4.3 Response Delivery Instructions

THE TOWN OF CHEVERLY requires responses to this request for proposal to be delivered in writing. You may attach documentation to support your answers, if necessary.

Please submit all responses via postmarked mail or hand delivery no later than **Friday, November 1, 2024, at 12:00pm** to:

Dylan Galloway
Town Administrator
The Town of Cheverly
6401 Forest Rd.
Cheverly, MD 20785

Any response received after the delivery date specified will not be considered without prior written or electronic approval.

Please complete the attached forms (Attachment A and Attachment B), a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be used if chosen.

5. Selection Criteria & Process

5.1 Selection Criteria

THE TOWN OF CHEVERLY will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. THE TOWN OF CHEVERLY is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

The Town of Cheverly reserves the right to reject all proposals.

6. Key Dates

Below is a general timeline outlining the process steps with estimated dates for each step of the process. By participating in the RFP process, MSPs agree that they can adhere to the following general timeline and the meeting times they reserve through this process.

Task	Completion Date
RFP Distributed to MSPs	October 11, 2024
Responses Due from MSPs	November 1, 2024, by Noon
RFP Public Opening	November 1, 2024, at 2:00pm
Contract Award Announcement	November 8, 2024
Contract Start Date	November 18, 2024

Thank You

THE TOWN OF CHEVERLY looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection process is important to our continued success and represents a major focus of effort for THE TOWN OF CHEVERLY. We appreciate and value your input, expertise, and feedback.

Attachment A

RFP Response Form: Questions

Please provide responses to the questions below to the best of your ability.

1.0 General	
1.1	Q. What are the general types of organizations your clients represent? A.
1.2	Q. Describe your onboarding/implementation process and approach if you were selected? A.
1.3	Q. Do you conduct Client Meetings and what is the nature of those meetings? A.
1.4	Q. What type of training do you offer either during onboarding or ongoing? A.
1.5	Q. What training resources are available for team members? A.
1.6	Q. What differentiates your organization from your competitors in the marketplace? A.
2.0 Processes	
2.1	Q. Describe your process for migrating THE TOWN OF CHEVERLY to your organization? A.
2.2	Q. What TOWN OF CHEVERLY resources would you require (i.e., information, data, staff resources, communication) during initial migration? A.
2.3	Q. Outline the methods by which clients can access you for support (i.e., online, by phone, etc.). A.
2.4	Q. Describe the escalation and account management process. A.
2.5	Q. How do you notify users of maintenance windows or system outages? A.
2.6	Q. What is your Discovery Recovery (DR) plan? A.
3.0 Technology	

3.1	Q. Do you offer managed firewalls or other managed technology? A.
3.2	Q. Do you offer Security Information and Event Management (SIEM) or other security-based technology? A.
3.3	Q. How do you communicate system downtime and maintenance events? A.
4.0 Support	
4.1	Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing model? A.
4.2	Q. Please provide details on your standard reporting capabilities. A.
4.3	Q. What lead time is required to schedule onsite support? A.
5.0 Pricing & Contracts	
5.1	Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.
5.2	Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.
6.0 References	
6.1	Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

Please provide any other information you feel should be considered in our evaluation.