**MEMORANDUM**

**TO:** Prospective Bidder

**FROM:** Laura Weeldreyer, Executive Director

**RE:** Request for Proposal for Managed IT Services

**DATE:** August 16, 2024

This Request for Proposal (RFP) is to contract for managed information technology (IT) services for a period of six months followed by an option for two (2) additional years.

Inquiries and proposals should be directed to:

**Tiera T. Chin**

**Maryland Family Network – Chief Operating Officer**

[**tchin@marylandfamilynetwork.org**](mailto:tchin@marylandfamilynetwork.org)

**SUBJECT: IT RFP**

Please submit all intents to reply and questions for clarification by August 30, 2024 at 5pm EST. Please submit all proposals via electronic delivery no later than Friday, September 9, 2024 at 5:00 pm EST.

Enclosures

1. **Introduction**

Maryland Family Network 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.

* 1. **Company Overview**

The mission of Maryland Family Network (MFN) is to ensure that very young children have strong families, quality early learning environments, and a champion for their interests. We work in collaboration with public and private funders, community-based organizations, parents, and other individuals and agencies to support those who care for young children as families strive to reach their goals. Through two-generation programs that support parents to become economically self-sufficient, raise healthy, successful children, and find quality child care; through regional services that help child care professionals improve their practice; and through public policy advocacy of programs and policies that benefit families with young children, MFN strives to ensure that all Maryland children are cared for by adults who are skilled to raise them in environments that are conducive to growth and development.

* 1. **Purpose**

With this RFP, Maryland Family Network 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.

This RFP is issued solely for information and planning purposes. This document does not commit Maryland Family Network to contract for any service, supply, or subscription whatsoever. Maryland Family Network will not reimburse any information or administrative costs incurred as a result of participation in response to the RFP. All costs associated with response will solely reside at the responding party’s expense.

* 1. **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 Maryland Family Network Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

**2. Environment Overview**

The information below outlines the general demographics of Maryland Family Network and our current technical environment.

**Office Locations:** 1800 Washington Blvd., Suite 445, Baltimore, Maryland, 21230

**Number of Employees:**45

**Remote Employees:**All employees have the option to work in a remote capacity.

**Current Technical Environment:**

* **Core Hardware [Servers, switches, firewalls, routers, etc.]**
  + 2x Dell PowerEdge Servers w/ 1x Dell MD3200 Storage Array
  + SonicWALL TZ400 Firewall
  + 3x Ubiquiti 48 Port Switch
  + 1x Ubiquiti 24 Port Switch
  + Ubiquiti Cloud Key
  + 5x Ubiquiti Access Points
  + Ubiquiti Cameras
  + Synology NAS
* **Software Systems [Email platform, security programs, other software used.]**
  + Email / Collaboration: O365, SharePoint, OneDrive, Teams
  + Salesforce
  + Zoom
  + Numerous custom Line-of-Business Software applications
  + RingCentral VoIP
* **Connectivity [Internet information]**
  + Comcast Business Class
* **Remote Access / VPN**
  + SonicWALL NetExtender
* **Backups, Antivirus and Remote Support Software**
  + Datto BCDR
  + O365 SaaS Backup
  + Microsoft Defender Advanced
  + Huntress Endpoint Detection & Response
  + Microsoft Intune
* **Workstations and other Devices**
  + Approx. 75-85 workstations
  + 2x Large meeting rooms with integrated A/V systems

**3. Service Requirements**

As part of this RFP, Maryland Family Network 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.

* **Network/Infrastructure/Cloud Management**
  + Monitor & manage all network devices including firewall, switches, and access points
  + Monitor & manage Azure tenant covering all aspects of Identity, Protection, and Governance
  + Manage ISP account & troubleshoot as needed
  + Manage ancillary devices/services such as printers, cameras, public domains, etc.
* **Server Support**
  + Full support and management of server environment (onsite and cloud)
  + Manage SharePoint Online and related workflows via PowerAutomate
  + Anti-virus licensing, monitoring / management, and remediation for infected machines
  + Managed Detection & Response with 24x7 human-powered SOC and EDR on all endpoints
* **Backup Management**
  + Servers: Full Backup & Disaster Recovery support for all on-premise servers providing local restoration as well as full cloud-based continuity
  + Office 365: Full cloud-to-cloud backup of Office 365 including Email, OneDrive, SharePoint, and Teams; 3x daily backup with 1 year retention
* **Email Filtering & Encryption**
  + Licensing for 3rd party email filtering inbound and outbound
  + Includes email encryption for select users
* **Workstation Management**
  + Monitor & manage all computer workstations
  + Patch management
  + Anti-virus licensing, monitoring / management, and remediation for infected machines
  + Managed Detection & Response with 24x7 human-powered SOC and EDR on all endpoints
* **CIO Services**
  + Virtual & Onsite CIO services with a dedicated 16 hours per month
  + Assisting MFN 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.
* **Event Support**
  + Planning, equipment procurement, and technical management of training and network events throughout the year
* **DevOps for Custom Apps**
  + Provide DevOps services for custom-built web apps including SQL Server management & maintenance, SQL Server Reporting Services management, DNS/network related management, etc.
* **Procurement**
  + Procurement services for all MFN technology assets as well as bulk orders of equipment for resource centers and other groups
* **User Support**
  + End-user helpdesk including unlimited onsite support
  + New user onboarding including equipment procurement / configuration and technical assistance for new staff
* **Vendor Management**
  + Management of other contracted IT vendors, serving as the key point of contact unless escalated.
* **Warranty and Asset Inventory Management**
  + Accurate recordkeeping of hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines
  + Notifications of potential service or warranty issues.
  + Assistance with managing the lifecycle of 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.
* **IT Policy Review and Development**
  + Assistance in the development of customized policies related to the use of technology.
* **Onboarding and Offboarding Staff** 
  + Ensure there is a process and procedure in place to onboard or offboard team members in a timely and efficient manner.
* **End-User Security Awareness Training**
  + Offer Security Awareness Training to teach staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
* **Reporting**
  + 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**
  + Work with the chief operating officer and executive team 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.

1. **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 to this RFP to:

Tiera T. Chin

Chief Operating Officer

Maryland Family Network

[tchin@marylandfamilynetwork.org](mailto:tchin@marylandfamilynetwork.org)

(443)873-5888

***4.3 Response Delivery Instructions***

Maryland Family Network 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 intents to reply and questions for clarification by August 30, 2024 at 5pm EST. Please submit all proposals via electronic delivery no later than Friday, September 9, 2024 at 5:00 pm EST to:

Tiera T. Chin

Chief Operating Officer

Maryland Family Network

**SUBJECT: IT RFP**

[tchin@marylandfamilynetwork.org](mailto:tchin@marylandfamilynetwork.org)

Any response received after the delivery date specified, will not be considered without prior written or electronic approval. Use the email subject line IT RFP when submitting your response.

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 utilized if chosen.

1. **Selection Criteria & Process**
   1. ***Selection Criteria***

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

* Completeness of solution
* Industry expertise
* Ability to provide customer service and quality support
* Company strength and stability
* Reporting capabilities
* Financial considerations
  1. ***Selection Process***

All responses will be evaluated as received and included in the following process:

* Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
* Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
* Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

***5.3 Finalist Presentations***

Our intention is to hold presentations/demonstrations with one or more firms as indicated in the *Key Dates* table. The presentations will be held at Maryland Family Network at 1800 Washington Blvd., Suite 445, Baltimore, Maryland 21230 and we will try to provide the finalist firms with as much advance notice as possible.

1. **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 | August 16, 2024 |
| Intent to Respond & Questions Due from MSPs | August 30, 2024 |
| Responses Due from MSPs | September 9, 2024 |
| Response Analysis / Finalists Selection | October 4, 2024 |
| Finalist Presentations | October 14-18, 2024 |
| MSP Selection / Award Contract | November 1, 2024 |
| MSP “Go Live” | January 1, 2025 |

***Thank You***

Maryland Family Network looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for Maryland Family Network. We appreciate and value your input, expertise, and feedback.

Attachment A

# **RFP Response Form: Corporate Information**

Please provide the following information about your company.

|  |  |  |
| --- | --- | --- |
| 1.0 Company Profile | | |
| 1.1 | Company Name |  |
| 1.2 | Company Address |  |
| 1.3 | Contact Information  (Party responsible for responding to this RFP) |  |
| 1.4 | Company Webpage |  |
| 1.5 | Main Products / Services |  |
| 1.6 | Main Market / Customers |  |
| 1.7 | Number of years in the Market |  |
| 1.8 | When did you first start providing similar solutions? |  |
| 1.9 | Company location(s) |  |
| 1.10 | Number of Employees |  |
| 1.11 | Number of Employees in Account Management |  |
| 1.12 | Number of Employees in Technical Support |  |
| 1.13 | Notable Acquisitions |  |
| 1.14 | Key Business Partnerships |  |
|  | | |
| 2.0 Financial Information | | |
| 2.1 | Previous year gross revenue |  |
| 2.2 | Previous year net income |  |
| 2.3 | Return on investment |  |

Attachment B

# **RFP Response Form: Questions**

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

*[Example questions listed below. Add/remove/edit as appropriate.]*

|  |  |
| --- | --- |
| 1.0 General | |
| 1.1 | **Q. What are the general types of organizations your clients represent?** |
| A. |
| 1.2 | **Q. Why do you believe that you are a good fit with our organization?** |
| A. |
| 1.3 | **Q. Describe your onboarding/implementation process and approach if you were selected?** |
| A. |
| 1.4 | **Q. Do you conduct QBRs and what is the nature of those meetings?** |
| A. |
| 1.5 | **Q. How do you typically work with IT Management at clients who have staff members?** |
| A. |
| 1.6 | **Q. What do you feel your overall strengths and differentiators are?** |
| A. |
| 1.7 | **Q. Do you serve clients with 24 X 7 requirements?** |
| A. |
| 1.8 | **Q. What services do you offer besides the core services of a Managed Service Provider?** |
| A. |
| 1.9 | **Q. What type of training do you offer either during onboarding or ongoing?** |
| A. |
| 1.10 | **Q. What do you feel are your biggest hurdles to a successful relationship?** |
| A. |
| 1.11 | **Q. What training resources are available for team members?** |
| A. |
| 1.12 | **Q. What type of general expertise can you provide in key technology areas?** |
| A. |
| 1.13 | **Q. What differentiates your organization from your competitors in the marketplace?** |
| A. |

|  |  |
| --- | --- |
| 2.0 Processes | |
| 2.1 | **Q. Do you use in-house or contracted resources for services?** |
| A. |
| 2.2 | **Q. Describe your process for migrating MFN to your organization?** |
| A. |
| 2.3 | **Q. What MFN resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?** |
| A. |
| 2.4 | **Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).** |
| A. |
| 2.5 | **Q. Describe the escalation and account management process.** |
| A. |
| 2.6 | **Q. Where is/are your support center(s) located?** |
| A. |
| 2.7 | **Q. How involved is your team with creating project plans/testing during technical projects?** |
| A. |
| 2.8 | **Q. Do you follow ITIL or other processes aligned with industry standard practices?** |
| A. |
| 2.9 | **Q. Do you participate in drills or tests i.e. DR, IRP, etc.?** |
| A. |
| 2.10 | **Q. How do you notify users of maintenance windows or system outages?** |
| A. |
| 2.11 | **Q. What types of diagrams would you typically create/maintain?** |
| A. |
| 2.12 | **Q. Do you offer knowledge bases for common issues and how are they utilized?** |
| A. |
| 2.13 | **Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?** |
| A. |
| 2.14 | **Q. How often do you conduct DR testing?** |
| A. |

|  |  |
| --- | --- |
| 3.0 Technology | |
| 3.1 | **Q. What types of monitoring agents would you use for end user devices?** |
| A. |
| 3.2 | **Q. What is the back-end help desk system you use?** |
| A. |
| 3.3 | **Q. Do you offer managed firewalls or other managed technology?** |
| A. |
| 3.4 | **Q. Do you offer MDM or other mobile management technology?** |
| A. |
| 3.5 | **Q. Do you offer a SIEM or other security-based technology?** |
| A. |
| 3.6 | **Q. Do you have tools to provide system uptime metrics?** |
| A. |
| 3.7 | **Q. What tools do you use for network monitoring?** |
| A. |
| 3.8 | **Q. What tools do you use for system monitoring or general health level of end user devices?** |
| A. |
| 3.9 | **Q. Do you offer or partner for laptop encryption?** |
| A. |
| 3.10 | **Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.** |
| 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 levels, staff expertise, and physical location of the help desk.** |
| A. |
| 4.2 | **Q. Please provide details on your standard reporting capabilities.** |
| A. |
| 4.3 | **Q. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.** |
| A. |
| 4.4 | **Q. What options are available for user training and technical training that may be required by staff?** |
| A. |
| 4.5 | **Q. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.** |
| A. |
| 4.6 | **Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?** |
| A. |
| 4.7 | **Q. The COMPANY user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.** |
| 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.