

Thomas P. Miller and Associates

Serving as Independent Procurement Entity For:



WorkSource

M O N T G O M E R Y

Connecting Employers & Job Seekers

Serving Montgomery County, Maryland

REQUEST FOR PROPOSAL FOR
MANAGEMENT OF IT SERVICES

Release Date: July 15, 2022

Proposals Due: August 22, 2022 at 5:00 pm ET

Contract Period: October 3, 2022 – October 31, 2024*

**A two-year extension from November 1, 2024 – October 31, 2026 may be offered based on performance.*

WorkSource Montgomery (WSM), its programs and contract service providers are Equal Opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities. Programs and initiatives offered by WSM are supported in part by Montgomery County and the American Recovery Plan Act.



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Section I: Organization Description & Background

1. Request for Proposal

WorkSource Montgomery (WSM) invites responses to the following Request for Proposal (RFP). The purpose of the RFP is to select a single organization to provide IT managed services to WSM for a twenty-five month period, beginning on October 3, 2022 and ending on October 31, 2024. Following the initial term and internal review by WSM, there is a possibility to renew this contract for an additional two-year term.

2. WorkSource Montgomery

[WorkSource Montgomery](#) (WSM) focuses on linking local and regional economic development and workforce efforts in Montgomery County, Maryland. WSM develops a deep understanding of target and emerging industry demands, creating sustainable workforce solutions that are tailored to the region. This increases the ability of individuals to compete for higher-quality jobs and employers to compete within the marketplace.

Vision:

- Economic development, education, and the system of talent development are aligned locally and regionally to sustain a vibrant economy in Montgomery County.

Mission:

- To meet the talent attraction, development, and retention needs of strategic industries.
- To meet the needs of the underemployed and unemployed.
- To develop career pathways that lead to sustainable wage jobs and support a thriving mission.

WorkSource Montgomery's Roles:

- We catalyze change in the community to build an effective workforce development system.
- We are a community facilitator and convener to identify issues and act collectively with partners to address them.
- We act as an intermediary/broker between the supply and demand sides of the workforce system about current and future skill needs to ensure mutually beneficial relationships and outcomes.
- We advocate addressing workforce development issues at the local, state, and national levels.

3. Thomas P. Miller & Associates, LLC

[Thomas P. Miller & Associates](#) (TPMA) has been contracted by WSM to develop this RFP. All scoring of proposals will be handled by members of the WSM purchasing and review committee. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 30 years of experience in workforce development activities, including helping workforce boards 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

WorkSource Montgomery is seeking proposals for the management of information technology support for its corporate office in Rockville, MD, three American Job Center locations (in Germantown, Wheaton, and East County, MD) and a forthcoming Mobile Job Center. 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
 - Automated software and hardware optimization
 - Preventative maintenance and security updates
 - Management and monitoring of anti-virus and malware software
 - Performance reporting
 - Administration of ongoing data backups, testing of data restoration, and delivery of regular backup reports
 - New server installation and configuration as needed (to be billed separately)
 - Active directory setup, configuration, and troubleshooting for Windows servers
 - Administration and management of server licenses/domain users
- 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
 - Setup of secure VPN access for remote users and external systems
 - Ability to lease up to 5 switches to WSM 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, including the Rockville, Germantown, and Wheaton locations in addition to the Mobile Job Center.



2. Overview of WSM's Current IT Environment

WorkSource Montgomery operates on a hybrid work schedule consisting of 3 days in-office and 2 days telework. The staffing levels by location are as follows:

- Rockville Corporate Office: 9 hybrid staff
- Wheaton: 20 hybrid staff
- Germantown: 8 hybrid staff
- East County: 2 hybrid staff
- Mobile/Satellite Site: 3 hybrid staff

Currently, over a period set to end on October 31, 2022, WSM Administration contracts with multiple IT management providers for a range of IT services. The current IT environment that should be covered by bidders' proposals is as follows:

Note: *Current equipment counts are subject to change and proposals 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)
- 7 Switches (3 owned by WSM, 4 leased through current vendor)
- 10 Wireless Access Points
- 53 Laptops
- 51 Desktops
- 6 Printers
- 100 Phones
- 28 Call2Teams



Section III: Submission & Evaluation

1. Eligible Applicants

Interested and qualified IT service providers (“bidders”) are requested to provide proposals. 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 RFP. Bidders must be in good standing with the State of Maryland and provide documentation of licensure, proof of insurance, and a DUNS number. Bidders must also demonstrate good standings with SAM.gov.

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 RFP. Applicants must meet high standards of public services and fiduciary responsibility. WorkSource Montgomery requires assurance that the selected applicant’s performance of the terms and conditions of any agreement resulting from this RFP 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 WorkSource Montgomery 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.

2. Application Process

Interested and qualified bidders must submit proposals by **August 22, 2022 at 5:00pm ET** to procurement@worksourcemongomery.com. Emails with attached proposals must have the subject line “WSM IT Services [Organization Name].” Late or incomplete proposals will not be considered. Proposals must contain all of the components listed below in the same general order provided. Strong proposals will demonstrate a full understanding of the requirements described in this RFP 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. Good standing with SAM.gov
 - iii. Proof of licensure
 - iv. 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, 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 RFP.
- 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 RFP.
- 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 proposal for these services.

3. Questions

All questions or requests for additional information must be emailed in writing to procurement@worksourceomtgomery.com with the subject line “WSM IT RFP Questions” by July 29, 2022 at 5:00pm ET. Questions received after this date and time will not be answered. Responses to submitted questions will be posted to the “Procurement” page on the WorkSource Montgomery website by August 5, 2022 at 5pm ET.

4. RFP Timeline

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

Activity	Date
RFP Release	07/15/2022
Deadline for Bidder Questions	07/29/2022
Response to Bidder Questions Posted	08/05/2022
Proposal Deadline (email only)	08/15/2022
Interviews Completed	08/26/2022
Notification to All Bidders	08/31/2022
Contract Begin Date	10/3/2022



5. Review and Selection Process

Bids in response to this RFP should be completed entirely, should not exceed 15 pages, and be typed in 12-point font, single-spaced, 1" margins on all sides, page numbers, and table of contents. Once completed, interested parties must submit their proposal electronically as one PDF file to WSM at procurement@worksourcemontgomery.com. The subject line should read: "WSM IT Services [Organization Name]."

Following proposal review, up to three organizations will be contacted for an interview with WorkSource Montgomery'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
Proposal TOTAL	100
Interview	20
GRAND TOTAL	120

6. Notice of Award

All respondents will be notified by email as to their award status by August 31, 2022. Unsuccessful respondents who wish to obtain information on the evaluation of their proposal should submit a written request to: Nate' Gordon, Deputy Director, Administrative Services WorkSource Montgomery, ngordon@worksourcemontgomery.com.



Attachment A: Cover Sheet

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

Organization Name	
Address	
Phone Number	
Number of Years in Business	
FEIN #	
DUNS #	
Contact Person	
Contact Person's Email Address	
Signatory Authority Signature	

Proposed Annual Pricing:

\$ _____



Attachment B: Conflict of Interest Form

By submitting a proposal, 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 WorkSource Montgomery awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal 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 RFP. WorkSource Montgomery 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 _____