



PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM

REQUEST FOR PROPOSAL RFP-AM-2024-002 MANAGED IT SERVICES

ISSUE DATE:	January 30, 2024
SITE VISITS:	Will be scheduled with Procurement Specialist
PROJECT MANAGER:	Carla Moore, Director of Information Technology
DEADLINE FOR QUESTIONS:	February 12, 2024 by 5:00 PM
RESPONSES TO QUESTION:	February 14, 2024
DEADLINE FOR PROPOSAL SUBMISSION:	March 04, 2024 by 5:00 P.M.
PROPOSAL SUBMISSION INSTRUCTIONS:	Email PDF to procurement@pgcmls.info

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REQUEST FOR PROPOSAL**RFP-AM-2024-002****Managed IT Services****Background**

The Prince George's County Memorial Library System (PGCMLS) consists of 19 branch libraries, a facility in the County Correctional Center and an administrative office. PGCMLS is a valued resource in the community with 69% of the county population registered as borrowers and almost 2.5 million visits last year. PGCMLS is a component unit of Prince George's County government with over 350 employees and governed by a 7-member Board of Library Trustees.

Point of Contact

All communication regarding this RFP or any matter relating thereto must be transmitted electronically by email to the single Point of Contact ("POC") as follows, phone calls and visits will not be accepted:

POC: Tee Bonés, Procurement Specialist

Email: procurement@pgcmls.info

Acceptable Submissions

No submission shall be accepted in any format other than a PDF format file attached to an email addressed to procurement@pgcmls.info. This provision shall override other methods or form of submission referenced in this RFP. Vendor shall bear the responsibility of ensuring its submissions are received and acknowledged by PGCMLS. The Library reserves the right, where it may serve the Library's best interest, to request additional information or clarification from proposers or to allow corrections of errors or omissions. At the discretion of the Library, Vendors submitting proposals may be requested to make oral presentations as a part of the evaluation process. Submission of a proposal

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indicates acceptance by the vendor of the conditions contained in this RFP, unless exceptions are clearly and specifically noted in the proposal submitted.

Vendor Inquiries

Any questions relating to this RFP shall be directed via e-mail no later than 5:00 p.m. on February 12, 2024 to Procurement Specialist:

procurement@pgcmls.info

Standard/Licensure Requirements

The selected Contractor shall provide documentation to the Library evidencing all necessary licenses/documents to perform the services prior to the awarding of the contract.

Experience

Five years or more experience working with government agencies and preferably non-profit organizations.

Basis of Award

The Vendor best meeting experience, capability, approach and cost requirements as determined by the Library will be selected. The Library's evaluation will be based on the requirements contained in this proposal, the proposed fees and expenses, and any other factors, which the Library considers relevant.

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All submittals will not only be reviewed based on cost, but will also receive a technical analysis, which will analyze the following:

Product/Pricing	Proposal Presentation
Qualifications and Credentials	Control Procedures
Liability Insurance	Project Management
Performance Capabilities	Adequate Support Staff
Company Longevity	

Proposal Evaluation

Proposal will be evaluated by the Library and the highest ranking Vendors may be asked to make formal presentation to the Evaluation Committee. Evaluation of the Proposals will include but not limited to the following areas:

1. Proven service capabilities and overall quality and completeness of service (Based on recommendations by other customers, or otherwise)
2. Understanding of Library service needs
3. Cost of service (fees and charges)
4. Interview questions and answers with the top three Vendors (optional).

Payment Terms

The Library makes monthly payment at work completion, during the next 30 days after the invoice date. Please include in your proposal any payment terms that deviate from monthly payment at work completion.

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We will issue a Purchase Order to the successful Vendor. The Vendor shall be required to sign an Agreement for Services for this engagement. No work shall begin under this contract until a Purchase Order has been issued and the Agreement for Services has been signed by both parties. The Vendor should ensure that the contract is completed within the specified time.

Vendor Rights

All materials submitted in response to this RFP become the property of the Library upon delivery and shall be appended to any formal documentation, which would further define or expand the contractual relationship between the Library and the Vendor. Each Vendor, as an express condition for the Library's consideration of such Vendor Proposal, agrees that the contents of every other proposal is confidential, proprietary and trade secret information in all technical areas and waives any right to access to such proposals. No submissions for supporting documentation will be returned to Vendor.

Vendors submitting proposal should recognize that the Library is a public body and, as a public body, the Library is subject to disclosure requirements and must abide by public record laws. Neither party shall be liable for disclosures required by law.

Reservation of Rights

This RFP does not commit the Library to award a Services Agreement, to pay any costs incurred in the preparation of a proposal to this request, or to otherwise contract for any services.

The Library reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of the Library to do so.

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The Library will evaluate proposal based upon the effectiveness of the perceived performance as it relates to the Library's specific requirements. The lowest fee proposal shall not necessarily be selected. The Library specifically reserves the right to reject any or all proposals or any part thereof; or to waive any defects or informalities in a proposal when it is determined by the Library to be in the Library's best interest.

Proposal Format

The Proposal shall be signed by an individual authorized to bind the Vendor and shall contain a statement to the effect that the proposal is a Vendor offer for a one hundred eighty (180) calendar day period from the date of the opening.

The Proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the Contractor and who may be contacted during the period of the Services Agreement. All fees quoted shall be Vendor and fixed for the full contract period and any extension.

The proposal shall be presented in the following format and include, at a minimum, all the information specified. Responses should be specific and complete in every detail, prepared in a simple straightforward manner:

1. A letter of proposal submission and introduction, including the name and address of the Vendor submitting the proposal, and name of the contact person, shall be the first page of the proposal. The proposal shall be signed by an authorized representative of the Vendor and shall include the name(s), title, address, telephone number of the individual(s) authorized to negotiate a Services Agreement with the Library.
2. An executive summary highlighting the Vendor's background, experience and variety of services, and any service enhancements unique to the Vendor shall immediately follow the letter of proposal submission and introduction.

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3. A brief statement of the Vendor understands of the services required and the accounts to be serviced.
4. A work plan detailing the approach the Vendor intends to follow in providing the services required as outlined in this RFP.
5. The Vendor shall define the capability of its organization to meet the intended objectives of this RFP. Description of the Vendor's organization chart, names of staff members to be primarily assigned to this account, the role of each staff member, and resumes of principal officers showing education and experience relevant to this type of work.
6. The Vendor's fees for Services performed. The price quoted shall include all materials, labor, supplies, equipment, insurance, travel expenses, taxes and all other charges related to the job. The Library will not make any allowance for errors made in job planning by the Vendor.
7. At least three references showing prior experience in the areas as outlined in this RFP preferably with libraries, government agencies and/or corporate clients. Each reference shall include the name and address of client as well as the name and telephone, e-mail address of individual who can be contacted for verification of services.
8. Copy of the Service Agreement.
9. Include any other information that is considered to be important by the Vendor.

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REQUEST FOR PROPOSAL**RFP-AM-2024-002****Managed IT Services****Late Proposals Not Considered**

Proposal received after the stipulated Proposal Submission Deadline will not be considered.

Inconsistency or Error in the RFP

Any Vendor believing that there is any ambiguity, inconsistency or error in the RFP shall promptly notify the Library in writing of such apparent discrepancy. Failure to notify the Library by the Proposal Submission Deadline will constitute a waiver of claim of ambiguity, inconsistency or error.

Errors or Omissions

The Library is not responsible for any Vendor's errors or omissions.

Addenda

The Library shall not be responsible for any oral instructions given by any employees of the Library in regard to the proposal instructions, specifications or proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be furnished to all Vendors who are listed with the Library as having received the RFP, or to any other Vendor who requests an addendum.

Vendors must routinely monitor RFP Notices of Updates and Addenda for changes. Please check website <http://www.pgcmlls.info/Procurement> for updates and addenda.

Vendor Incurred Costs

The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. All materials and documents submitted in response to this RFP become the property of the Library and will not be returned after the Proposal Submission Deadline.

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REQUEST FOR PROPOSAL**RFP-AM-2024-002****Managed IT Services****Modification or Withdrawal of Proposal**

A Proposal may not be modified, withdrawn or cancelled by a Vendor for one hundred eighty (180) days following the Proposal Submission Deadline and each Vendor so agrees in submitting the proposal. Proposals may be withdrawn, altered and/or resubmitted at any time prior to the submission deadline.

Notice of pre-submittal date withdrawal must be in writing over the signature of the Vendor. Withdrawn Proposals may be resubmitted up to the Proposal Submission Deadline, provided that they are then fully in conformance with these general terms and conditions.

Rejection of Solicitation Responses

The Library reserves the right to reject any or all responses received, or any part thereof; to accept any response or any part thereof; or to waive any informality when it is deemed to be in the Library's best interest. Any Vendor objecting to the rejection of Proposal or portion thereof, must submit a written protest stating the reasons for the protest to the Library within five (5) calendar days from the date of the Library's Notification of Award letter.

Vendor Certification

By submission of a proposal, the Vendor certifies that the Vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the award of a contract to any employee, official or current contracting consultant of the Library.

Contract Period

The Service Agreement shall cover the period depending upon date of the Services Agreement is awarded. The agreement may be renewed at the expiration of its terms by mutual agreement of the parties. The renewal may be two additional one (1) year terms.

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Vendor shall arrange with Procurement Specialist for the PGCMLS staff on the RFP panel to attend a site visit at the Vendor's location.

Protest of Award

Any person, who has an objection to the awarding of the Services Agreement to any Vendor by the Library, shall lodge that protest, in writing, with the Library no later than 4:00 p.m. local time of the fifth (5th) calendar day, following release of the Library's Notification of Award letter. The Library retains the right to reject all protests not filed within this time, those found to be without merit, or those requesting confidential information regarding other bidders including pricing information of the winner of the RFP.

PROTEST DEPOSIT: A deposit is required from the protester to compensate the library for the expenses of administering the protest. If the protest is decided in the protester's favor, the entire deposit shall be returned to the protester. If the protester is determined to be without merit, the deposit shall be forfeited to the library. The deposit shall be in the form of cash or a cashier's check and shall be in the amount of \$1,000.00 or 1% of the amount of the pending award, whichever is greater, up to the maximum of \$8,000.00.

Termination for Convenience

The performance of work under the contract may be terminated by the Library within 30 days written notice, or such time as mutually agreeable to the parties not to exceed 30 days, in accordance with this clause in whole, or from time-to-time in part, whenever the Library shall determine that such termination is in the best interest of the Library. The Library shall pay all reasonable costs associated with this contract that the Contractor has incurred up to the date of termination and all reasonable costs associated

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with termination of the contract. However, the Contractor shall not be reimbursed for any anticipatory profits, which have not been earned up to the date of termination.

Termination for Default

If the Contractor fails to fulfill its obligations under the contract properly and on time or otherwise violates any provision of the contract, the Library may terminate the contract by written notice to the Contractor. The written notice shall specify the acts or omissions relied on as cause for termination. All furnished services provided by the Contractor shall, at the Library's option, become the Library's property. The Library shall pay the contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor shall remain liable after termination and the Library can affirmatively collect damages or deduct from monies due the Contractor on this or other Library contracts. Damages may include excess re-procurement costs.

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REQUEST FOR PROPOSAL**RFP-AM-2024-002****Managed IT Services****Scope of Work**

PGCMLS seeks proposals from qualified Managed Services Providers for network monitoring, help desk ticketing and triage, computer maintenance, patch management, and third-party application patching.

Proposal Requirements:

1. Vendor must indicate Cisco Partnership level in this RFP.
2. Vendor shall demonstrate tools for network monitoring, endpoint management, helpdesk ticketing, and patch management.
3. Vendor shall arrange with the Procurement Specialist for the PGCMLS staff on the RFP Panel to attend a site visit at the Vendor's location.
4. Vendor shall provide three references in this RFP.

Scope Requirements:

This table provides the scope of work and lists the Vendor (Managed Services Provider) and PGCMLS staff responsibilities.

Supported Technology	Assigned To	Comments
Intranet Support and Management	PGCMLS Staff – Communications Dept.	
Public Website Support and Management	PGCMLS Staff- Communications Dept.	
Data Backups and Verification	PGCMLS Staff-IT Dept.	
DR Backups and Replication	PGCMLS Staff-IT Dept.	
Server & SAN Support and Management	PGCMLS Staff-IT Dept.	
Computer Imaging - PCs and laptops	PGCMLS Staff-IT Dept.	

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Email Support and Management	PGCMLS Staff-IT Dept.	
VMware & Hyper-V Virtual Server Support & Management	PGCMLS Staff-IT Dept.	
VOIP Telephone Support and Management	PGCMLS Staff-IT Dept.	
Software Deployment and Installations	PGCMLS Staff-IT Dept.	
Printer Support and Management	PGCMLS Staff-IT Dept.	
OS Installations and Imaging	PGCMLS Staff-IT Dept.	
Library Docking Stations (LDS) and Scanner Support and Maintenance	PGCMLS Staff-IT Dept.	
Security Awareness Training for Staff	PGCMLS Staff-IT Dept.	
Active Directory Administration - moves, changes etc.	PGCMLS Staff-IT Dept.	
Server / Active Directory Rights and Permissions	PGCMLS Staff-IT Dept.	
Server File Share and Folder Management	PGCMLS Staff-IT Dept.	
Polaris Administration	PGCMLS Staff-IT Dept.	
SQL Server Administration	PGCMLS Staff-IT Dept.	
Tableau Server Administration	PGCMLS Staff-IT Dept.	
Data Center Support and Management	PGCMLS Staff-IT Dept.	

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Mobile Device Support and Management	PGCMLS Staff-IT Dept.	
AD Password Resets Email Password Resets	PGCMLS Staff-IT Dept.	
Desktop Peripheral Hardware Support	PGCMLS Staff-IT Dept.	
Apple Computer/Laptop Support	PGCMLS Staff-IT Dept.	
Point of Sale and Credit Card Terminal Support	PGCMLS Staff-IT Dept.	
Network drops/Ports and port connectivity	PGCMLS Staff-IT Dept.	
Aruba Wireless Network Configuration	PGCMLS Staff-IT Dept.	

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Web Filter Support and Management	PGCMLS Staff-IT Dept.	
APC UPS Support and Management	PGCMLS Staff-IT Dept.	
Self-check Workstations Support and Management	PGCMLS Staff-IT Dept.	
VPN Access for Users	PGCMLS Staff-IT Dept.	
Group Policies	PGCMLS Staff-IT Dept.	
Barcode Scanners	PGCMLS Staff-IT Dept.	
Digital Signs	PGCMLS Staff-IT Dept.	
Software and Hardware Support for Patrons and Customers	PGCMLS Library Staff	
Monthly PC patching and updates - Staff and Public PCs	Managed Services Provider	
Asset Management & Inventory Reporting	Managed Services Provider	
24/7/365 Network Monitoring of Data Center/Core Infrastructure and Servers	Managed Services Provider	Notify PGCMLS IT staff only
Unlimited Cloud-based Help Desk services - email, web or call - 24/7/365 with Triage	Managed Services Provider	MSP will triage calls for PGCMLS IT and email and assign tickets based on staff support
Support and script DeepFreeze software for public PC patching	Managed Services Provider	Support for DeepFreeze is required to patch computers that have DeepFreeze installed.
Firewall Monitoring	Managed Services Provider	
Weekly Reports – Helpdesk, Patch management, Devices on the network	Managed Services Provider	

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	Managed IT Services	
Weekly PC Maintenance - Staff PCs	Managed Services Provider	Removal of temp files, clearing of cache - basic PC cleanup
Monitor Wi-Fi Access Points Monitoring	Managed Services Provider	
Third-Party Application Patching - Staff and Public PCs	Managed Services Provider	Web browsers, Adobe Acrobat, Adobe Reader, etc.