

MEMORANDUM

TO: City Council

FROM: David J. Deutsch
City Manager

SUBJECT: Network Engineering Support R-53-10

DATE: August 26, 2010

The FY11 Budget includes funds for network engineering support. The new City Hall and expanded use of the network have created a need for additional engineering support. The RFP requires the following services be provided:

- Assist in the planning and configuration of the network and Voice over Internet Protocol (VoIP) phone system at the new City Hall. The VoIP technology will allow us to run our phones on the computer network instead of separate copper lines. This provides a cost savings over time and more flexibility for the phone system. The Engineer will provide support in configuring the switches required to set-up this system.
- Provide second-level technical support services. That is, the Network Engineer will be expected to be available in person or by telephone and email within a specified time frame to respond to support calls from City of Bowie Specialists who provide direct support to end users and perform routine system maintenance tasks.
- Assist in the diagnosis of complex or difficult problems and either suggest solutions for implementation by City Specialists or directly perform remedial actions.
- Analyze server error logs on a weekly basis to identify and, with City support staff, remediate all errors discovered. This is currently completed on a monthly basis.
- Perform network security assessments on an ongoing basis. This includes penetration testing to audit controls, identifying vulnerabilities, and remediating issues.

- Perform periodic testing of access to applications to identify vulnerabilities and assist City IT management in the remediation of problems.
- Set up and maintain routine network and system diagnostic monitoring tools and tasks for routine operation by the City of Bowie Support Specialists to ensure reliable and efficient operation of the City's network including workstations, servers, firewalls, and switches.

Advertisements were placed in the local newspapers, posted on eMaryland Marketplace and the Request for Proposals was sent to 16 firms. The close of bidding was on July 16, 2010, at which time nine bids had been received.

TruShield Security Solutions	Alexandria, VA	\$99,360
MVS Inc.	Washington, DC	\$66,240
Mid Atlantic Systems	Odenton, MD	\$55,200
Technical Specialities, Inc.	Lanham, MD	\$73,600
Abacus Management Services	Fairfax, VA	\$57,408
22 nd Century Technologies, Inc.	Baltimore, MD	\$57,408
Columbia Telecommunications Corporation	Kensington, MD	\$75,000
RICOH Business Solutions	Greenbelt, MD	Incomplete Bid
Data Client Solutions, Inc.	Leonardtown, MD	\$72,047

One bid was disqualified for not providing the required information. The majority of the bidders did not present a lead engineer or subordinates with all of the skills required in the RFP. Several proposed an Engineer for on-site visits but used foreign help centers for off-site help.

Pricing was proposed as an hourly rate plus travel and expenses. Staff extended the hourly rate then added travel and expense to arrive at an estimated per trip cost and then added the help desk support to come to a total estimated bid value. TruShield Security Solutions, Inc. total was \$99K for the year (highest) with Abacus Management Services at \$57K (lowest).

Columbia Telecommunications Corporation (certified MBE/WBE) submitted the best bid proposing the most qualified and capable staff of all the submittals. The rate offered is via a COG rider on Montgomery County contract #4346000017AA Amendment No. 7. They have proposed a total price not to exceed \$75K.

Staff has a working relationship with Columbia Telecommunications Corporation (CTC) in special grant projects such as video conferencing. CTC has provided the engineering support to the County in designing the I-net. They are still actively involved with the I-net

and other county projects. They also have contracts with Montgomery County, the State of Maryland and with the NCRnet (DC area-wide network) plus hundreds of customers (i.e. New York City, Atlanta, and Los Angeles) both in and out of the country (they are leading a team to build fiber to 75% of the residents in New Zealand).

Staff recommends the approval of Resolution R-53-10 Accepting Bid Proposal for Network Engineering Support, awarding the contract to Columbia Telecommunications Corporation for \$75,000 which is within the amount budgeted.

DJD/BB

Attachment

RESOLUTION
OF THE COUNCIL OF THE CITY OF BOWIE, MARYLAND
ACCEPTING BID PROPOSAL FOR
NETWORK ENGINEERING

WHEREAS, expanded use of the City data/voice network and the expansion of the new city hall has created a need for additional engineering support; and

WHEREAS, the FY11 Budget includes funds for network engineering support; and

WHEREAS, advertisements were placed in local newspapers and placed on the eMarylandMarketplace web site as required by Maryland law; and

WHEREAS, requests for proposals were sent to sixteen firms; and

WHEREAS, at the close of bidding at 4:00 PM, Friday, July 16, 2010, nine proposals had been received; and

WHEREAS, one proposal was disqualified for not providing required information; and

WHEREAS, the eight remaining proposals were evaluated by Information Technology; and

WHEREAS, Columbia Telecommunications Corporation (a certified MBE/WBE company) submitted the most responsive bid; and

WHEREAS, staff has a working relationship with Columbia Telecommunications Corporation (CTC) through County I-net projects; and

WHEREAS, Columbia Telecommunications Corporation (CTC) offered rates via a COG rider on Montgomery County contract # 4346000017AA.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Bowie, Maryland, that the Council accept the proposal of Columbia Telecommunications Corporation (CTC) of 10613 Concord Street in Kensington, Maryland 20895 for network engineering support and hereby directs the City Manager to sign a contract with Columbia Telecommunications Corporation (CTC) for a price not to exceed \$75,000.00.

INTRODUCED AND PASSED by the Council of the City of Bowie, Maryland at a Regular Meeting on September 7, 2010.

G. Frederick Robinson, Mayor

Attest:

Pamela A. Fleming, City Clerk