



Request for Proposal

Information Technology Services and Website Support

1. BACKGROUND

Rockville Economic Development, Inc. (REDI) is an economic development agency 501(c)3 serving Rockville, Maryland. The office is located at 51 Monroe Street, PE20, Rockville, MD 20850. The organization is seeking information technology services including helpdesk, cyber security protection and website updates and monitoring the URL contracts for its websites. REDI is a public entity and is required to follow government recordkeeping standards, so experience with a Maryland governmental entity is helpful. REDI usually has between 7 and 11 employees, a few interns, and a board of 21-25. Board members receive a REDI email, but do not need full Microsoft 365. REDI's current IT service agreement expires September 19, 2026.

2. SCOPE OF WORK

a. Managed IT, Security, and Equipment Support

REDI currently has 15 supported workstations and two conference rooms with audiovisual and conferencing equipment. The selected vendor shall provide fully managed IT, cybersecurity, data protection, and end-user support services. Services should be scalable and adaptable to organizational growth.

Endpoint, Network, and Cloud Security

- Endpoint protection supporting MacOS, Windows, and Linux systems
- Multifactor authentication (MFA) for Microsoft 365 (including Copilot) specifically for non-profit organizations
- Authentication monitoring and tracking for systems and networks
- Server configuration management aligned with CIS benchmarks
- Web filtering to block malicious or high-risk websites
- Automated deployment of relevant security policies and tools
- Centralized security log collection and correlation (SIEM or equivalent)
- Managed Detection and Response (MDR) services with 24x7 monitoring



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- Endpoint Detection and Response (EDR) and/or Extended Detection and Response (XDR) capabilities
- Cloud security monitoring and detection for Microsoft 365 and other utilized cloud services
- Network intrusion detection system (IDS) and network log monitoring
- Near real-time vulnerability detection and risk prioritization
- Annual internal and external vulnerability scanning / penetration testing
- Annual cybersecurity health check and written risk assessment
- Cybersecurity incident response planning / procedures including Business Email Compromise (BEC) detection and response
- Managed security awareness training, including simulated phishing campaigns

Data Protection, Backup, and Disaster Recovery

- Automated backups with immutable storage
- End-to-end encryption - All data encrypted at rest with AES 256-bit encryption and in transit via TLS 1.2 or higher
- Secure storage of backup/encryption keys in a protected key vault inaccessible to end users and threat actors
- 24/7 managed and monitored backups
- Backup retention period of no less than 60 days
- Approximately two terabytes (2 TB) of backup storage per device
- Recovery operations center to assist with restoring to virtual or bare-metal physical environments
- Documented backup and disaster recovery plan
- Monthly backup testing with documented results
- Daily / weekly backup reporting
- Data centers are globally distributed across 21 countries. For compliance and governance, data is usually stored in the same region as servers
- US data centers are SOC 1 and 2 Type II, PCI, DSS, NIST 00-53, HIPAA, and ISO 27001 compliant, among other compliances
- Proposers shall specify achievable Restore Time Objectives (RTO) and Restore Point Objectives (RPO) based on the proposed solution



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Workstation / Endpoint IT Management

- Centralized workstation management
- 24x7 monitoring, alerting and maintenance of workstations
- Daily system health and safety checks
- Proactive patch management for operating systems, Microsoft applications, and commonly used third-party software
- Files are located on SharePoint and users use Duo for multifactor authentication (MFA)
- Secure remote access tools with background capabilities
- Inventory and Configuration Management Services (CMDB)
 - Hardware and software asset tracking
 - Software license and subscription management
 - Hardware warranty tracking
 - Managed domain name services (approximately 5-6 domains)
- Help Desk
 - Unlimited service desk support for covered users
 - Included remote troubleshooting and remediation
 - Included on-site support for standard break/fix issues
 - Additional support labor availability for additions, changes, moves
 - Defined incident severity levels and response targets with 4-hour SLA for priority incidents
 - Documented escalation and resolution procedures

Proposers should review the current specifications and indicate whether any changes, upgrades, or new approaches are recommended.

b. Website Management and Support

REDI operates multiple WordPress websites supporting economic development and small business development. The vendor shall provide comprehensive website management services including:

Domain and Hosting Management

- Management and monitoring of 21 domain registrations, including renewal tracking and DNS management



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- Web hosting administration, performance monitoring, and server maintenance of four (4) websites
- SSL certificate management and renewal
- Uptime monitoring with alerting

Website Security

- Regular security patching and updates for WordPress core, plugins, and themes
- Malware scanning and removal
- Web application firewall (WAF) configuration and monitoring
- Security vulnerability assessments
- Secure backup procedures for website files and databases

Website Maintenance and Development

- Content updates and page edits as requested (estimated 3-6 hours monthly)
- Creation of new webpages as needed
- Minor design adjustments and troubleshooting
- Form functionality maintenance and testing
- Integration support for third-party tools (e.g. email marketing, analytics, CRM)
- Browser and mobile compatibility testing following updates

ADA/WCAG Accessibility Compliance

- Initial accessibility audit of all REDI websites against WCAG 2.1 AA standards
- Recommendations and implementation plan for remediation of accessibility issues
- Ongoing monitoring and maintenance to ensure continued ADA compliance

Reporting

- Monthly website performance reports (uptime, traffic summary, security status)
- Documentation of all changes and updates performed

Proposers should indicate their experience with WordPress and specify any limitations on included support hours versus additional billable work.



c. CIO Services

A selected vendor would be required to continually assess the software, hardware, cybersecurity, and other needs of the organization to provide guidance and recommendations.

Strategic / advisory services to be offered include:

- Initial onboarding and environment assessment
- Ongoing technology and cybersecurity posture assessments
- Hardware and software lifecycle and replacement planning
- Hardware and software procurement advisory
- Proactive customer care or account management
- Quarterly IT and cybersecurity strategy reviews
- Annual technology roadmap and budget guidance

3. TERM

The initial term shall be for 3 years, with the ability to extend on a year-to-year basis. There shall not be an automatic renewal without REDI's consent.

4. PROPOSAL REQUIREMENTS

Respondents must submit a proposal including:

- A. Company Overview: Brief description of your firm, relevant experience with similar customers, and key team members.
- B. Technical Approach: Description of your proposed recommendation for services, including proposed approach for website management, WordPress experience, hosting recommendations, ADA compliance capabilities, and approach for handling ongoing requests (method for submitting requests, expected response times, and distinction between included maintenance hours and billable development work)
- C. Pricing Breakdown for services making clear what is included in the fee, and what would be additional scope. Separate line items should be provided for: (a) Managed IT and security services, and (b) Website management and support services. For additional services, provide rates.
- D. Timeline/Migration: Indicate what would be required to migrate services from the current provider.
- E. Provide a copy of your standard service agreement, including all terms and conditions
- F. References: At least three (3) references, including contact information



5. TERMS AND CONDITIONS

- REDI reserves the right to accept or reject any or all proposals
- REDI reserves the right to negotiate with one or more respondents
- REDI reserves the right to negotiate service agreement terms and conditions

6. SUBMISSION INSTRUCTIONS

Submit questions by: March 2, 2026 at 5:00pm EST

Proposal submission deadline: March 16, 2026 at 5:00pm EST

Submit proposals to:

Cynthia Rivarde, CEO

Rockville Economic Development, Inc.

cindy@rockvilleredi.org