

ROCKVILLE ECONOMIC DEVELOPMENT, INC.

RFP FOR IT SERVICES
QUESTIONS AND ANSWERS

March 4, 2026

General

Scope

May vendors submit proposals limited to the website management and development portion only? Can proposers select specific services to propose?

It is preferred that the firm would be able to provide all the services. We are a small shop, and we prefer not to manage multiple vendors. If you are not able to do so, please provide a solution for how we would cover the additional services. We are primarily interested in IT support and services improvement. The website management is not expected to entail new web designs.

Are there any services currently provided by the incumbent that are not reflected in this RFP but that REDI would like proposers to be aware of?

No.

Do you require a certain number of pages for this proposal?

No. In accordance with/addition to the RFP, please include your contact info (address, phone, email), key personnel, and capabilities. It is also helpful to provide information on other clients similar to REDI, as well as at least 3 recommendations.

Are there minimum staffing requirements (U.S. based personnel)?

Please let us know your staffing levels and expertise. We expect you to have the expertise and depth to adequately service our account needs.

Who will be the main point of contact for IT decision making.

The CEO.

CIO Services

Does REDI expect quarterly in-person CIO meetings, hybrid, or virtual only? What prompted REDI to include CIO-level advisory services in this solicitation, and what would make those services most valuable to the organization?

Meetings can be any of these formats. We would expect to have a regular cadence of meetings to touch base – such as quarterly, as well as addressing issues on an as-needed advisory basis. REDI does not have IT expertise on staff and therefore is seeking a firm that will think proactively about how our IT needs and solutions should evolve.

Are there planned system upgrades, migrations or digital transformation initiatives?

No.

Should the CIO advisory function include budgeting, procurement support, or vendor management?

Possibly. As mentioned, we have no IT expertise on our staff, so we would like the selected vendor to help us stay current with our systems and needs. We would like to have programs to replace equipment on a rolling basis. We would expect the selected vendor to provide quotes for new equipment or software that would be managed by the vendor.

Is participation in board meetings required?

Possibly. It may be desirable on occasion for the vendor to present to the Board or one of its committees, the meetings are always hybrid.

Is there a required written format for technology reports?

No, please make your recommendations. It would be helpful if they were in a format that could be shared with board members.

What policies/projects need to be developed?

Possibly cyber security, business continuity, AI governance, data classification and improvements, record retention and a procurement/replacement program.

Budget and Pricing

Could REDI provide guidance on anticipated budget parameters?

Historic spending for IT services and website support has been \$60- \$75,000 annually, with the bulk being managed IT services. It does not include software licensing and other costs paid by REDI separately from the IT services.

Does REDI prefer flat-rate pricing models or hybrid (flat rate + usage based)? Are there any budget constraints or grant-based funding limitations?

We are open to whatever is the most reasonable and likely to be cost effective. We are a small non-profit with a limited budget.

We have unique approach with our non-profit organizations. We usually take a sponsorship level, divide by 12 (a year), which is the credit we give our non-profit clients monthly.

This is an interesting approach. Please include it in your proposal.

Should pricing remain fixed for 3 years or is annual CPI adjustment allowed? Should Managed IT services, Cybersecurity and Website Management be separately priced, or can the be bundled?

Please include your proposed pricing structure in your proposal.

Does REDI expect the vendor to include costs for onsite support, travel or emergency after-hours support within the base fee, or bill separately.

Proposers can provide these costs as either part of the base contract or as separate fees. REDI would expect a certain amount to be covered by the base contract.

Organization Information

What is the history, mission and overview of the organization?

Please review our websites at www.rockvilleredi.org; www.marylandwbc.org; www.explorerockville.org; [Biotech Corridor](#); [MWBC Shop Local – Retail incubator program of the Maryland Women’s Business Center](#)

How many employees, what is work schedule, how many offices?

We currently have 8 full-time employees. At times we have up to 11. We have interns that may also work on the intern login/email. There are usually about 21 board members. We have a main office in Rockville, MD. Staff touch down in Frederick, MD and Bowie, MD. Staff all have laptops and can work in alternate locations, the main office and/or at home. Normal business hours are 8:30 – 5:00 EST. There are no internal IT staff.

Transition

What is the expected transition timeline from the incumbent vendor?

The current contract ends September 19, 2026. Offerors should propose rates and service levels assuming cooperative transition with a cutover prior to September 19, 2026.

Other

How will REDI measure success for the selected vendor in the first 12–18 months beyond uptime metrics, SLAs, and ticket resolution?

Response time, ability to fix issues, availability.

Are there any expectations or preferences regarding the physical location of support personnel, provided all systems access is governed by role-based controls, MFA, activity logging, and U.S.-based data residency?

We anticipate most support can be delivered remotely. Please explain how you would service any on-site needs that might arise, and how you typically dispatch on-site visits. We do not have a local preference in our procurement, but we do not expect to pay for travel costs.

What evaluation criteria and weighting will REDI use to evaluate proposals (for example, technical approach, pricing, experience, references, certifications)? Will REDI conduct oral presentations or interviews with shortlisted vendors?

Yes, evaluators will be looking at those criteria. We are working on the review form. We expect that we will have oral presentations/interviews with shortlisted vendors.

What is REDI's sensitive level of data type requiring high protection (i.e. credit card, employee, financial)?

REDI does not retain credit card information. All data should be protected, but there is not a category for heightened protection. Sharepoint folders may have restrictions on who may view them.

Will Montgomery County certified MFD businesses have preference of selection for this opportunity?

No, we do not have adopted preferences.

Will vendors not selected be able to request a debrief?

No.

Will REDI require background checks or security clearances for contractor personnel?

No. We would expect the selected vendor to vet their own staff.

Does REDI have cyber liability insurance and are there specific security control requirements in the policy? Have there been any claims in the last 3 years.

Yes, we have a standard cyber liability policy with Tokio Marine, a Houston Casualty Company. There have not been any claims in the last 3 years.

Managed IT/Security Services

Internet

Who manages REDI's internet service and network connectivity? Is this within scope for the incoming provider or managed separately?

Internet is provided by Comcast. REDI pays the Comcast bill directly. We are open to altering this approach if offeror recommends a solution that yields net cost savings.

Software

What CRM and other software need to be supported? Are there any legacy systems, custom applications or unsupported OS versions currently in use.

We currently use Hubspot, Monday, Adobe Pro, Constant Contact, Canva, Microsoft 365/Sharepoint, Zoom, printer softwares, and Fluent Phone. We do not have any legacy systems, custom applications or unsupported OS versions currently in use.

Is the vendor expected to account for software, subscription and/or equipment costs in the vendor pricing?

We currently have the Microsoft charges paid by a REDI credit card, although the vendor manages the account otherwise. Other software subscriptions are paid by REDI directly, and new equipment could be by a separate agreed pricing.

Licensing

What M365 plan(s) are currently in use for staff? Regarding the Board of Directors, what license type do they utilize (e.g., Exchange Online Plan 1, shared mailboxes, or simple aliases)? What Microsoft 365 license tier does REDI currently use (for example, Business

Basic, Business Standard, Business Premium, E3, E5)? Are licenses obtained through Microsoft's nonprofit program?

Staff have Microsoft 365 E3 licenses, including Copilot. We are a non-profit, and have non-profit rates and Copilot is included. Board Members have an email account only, so Business Basic (no charge) and no other access to the Microsoft programs. There are approximately 21 board member email accounts at any one time. We also have an Azure Active Directory Premium P1 and Microsoft 365 apps for enterprise.

Will the provider handle procurement and relationship with Microsoft based on a monthly or annual license basis?

Please give us your recommendation.

You are using EDR, anti-phishing and managed SOC solution – are these expected to be provided and procured by the new MSP, or will they be procured via direct engagement that you are planning to maintain?

The new MSP should procure and provide solutions.

On-site/Remote Support and Help Desk

Does REDI have a requirement for scheduled recurring on-site visits, or would as-needed on-site support be sufficient?

Most support should be able to be remote. Please let us know how you would configure new equipment or update current equipment. We would like to have an option for as-needed on-site support.

Does REDI have operational requirements that necessitate 24x7 live helpdesk support (e.g. - active engineers waiting for calls at 3 AM), or would 24x7 monitoring with emergency escalation for critical security issues or major systems outages meet the organization's needs?

Most likely we do not need 24/7 coverage – unless there is a security emergency.

What is the help desk volume and priority levels.

Help desk tickets are usually for providing access to SharePoint, troubleshooting email issues, recovering deleted files, password resets, identifying phishing emails, and minor word/excel/canva assistance. Our staff are generally self-sufficient. It is rare to need an immediate response, unless we are on deadline for a grant report, or other situation like that.

What tools are used for EDR/MDR, Backup, SIEM and Firewall

The current vendor uses branded solutions. Please propose and price the solutions you suggest.

Conference Room Equipment

What conferencing and audiovisual equipment is installed in the two conference rooms? Are these currently supported by the IT provider (for example, Microsoft Teams Rooms, Zoom Rooms, standalone AV systems)?

See attached equipment inventory. The conference rooms have a TV and attached computer. They were installed by the IT provider, and the IT provider would be expected to troubleshoot if there were issues. We generally use Zoom for video conferencing. This is a stand-alone system.

Network Hardware

Does REDI operate any on-premises servers (domain controllers, file servers, etc.), or is the environment entirely cloud-based with Microsoft 365 and SharePoint?

We are entirely cloud-based. There are no on-premises servers. We do not have current plans to add cloud applications.

Is there documentation for network maps and inventory?

REDI is not in possession of this, except for equipment inventory attached. We anticipate the transitioning vendor will be able to provide this.

What switches, wireless access points, and other network equipment are currently installed at 51 Monroe Street? Is there a firewall? Additionally, is this hardware owned by REDI or leased from the current IT provider?

Hardware is owned by REDI, not the current IT provider. Please see the photos below for equipment. Proposers should include discovery and documentation as part of the transition.



Does REDI have CCTV/security cameras and are there access control systems (biometric or keycard entry)?

No.

Workstations

Of the 15 workstations, what is the approximate breakdown between Windows, macOS, and Linux? What is the specific use case for the Linux machine(s) (e.g., server, developer workstation)? Are there any tablets or mobile devices in scope beyond the 15 workstations? What about printers? Are there more devices in storage that need to be managed.

We use windows only. We have one tablet that we use for square payments. Mobile devices are not managed by REDI. We have a large Toshiba printer that all employees can use. There are a few smaller printers in individual offices. Please see the inventory list for current equipment. We may increase the number of devices depending on personnel.

Does REDI anticipate expanding endpoints or adding cloud applications in the next 12-24 months./Are there planned initiatives such as CRM expansion, cloud migration or equipment refresh cycles?

There is no current plan to expand applications, CRM or have any cloud migrations. We would like the vendor to assist with a plan for equipment replacement that can be budgeted and managed.

How many total users require full managed support (staff + interns)? Additionally, are Board Member accounts considered in-scope for security monitoring and helpdesk support?

We currently have 8 full-time staff. We would expect full managed support for staff and the intern accounts. Board Members occasionally need assistance, but it is rare. We usually have up to 21 board member email accounts at any one time. We would expect security monitoring for the email accounts.

Are you open to another MFA solution other than Duo? Is Duo integrated with Microsoft 365 sign-in or is it used for specific applications?

We are open to suggestions. Currently Duo is tied to the Microsoft 365 sign in.

Are all workstations currently enrolled in a centralized management system or should the vendor implement a new RMM/MDM platform for 24 X 7 monitoring, patching and inventory?

Proposers should include discovery and documentation as part of the transition. Proposers should make their recommendations regarding the appropriate platform.

Back Up

We noticed specific metrics in the RFP that seem derived from the current vendor's specific toolset, and we want to ensure we can offer the best solution for REDI.

Yes, we would like your expertise for the best solutions.

Does REDI have a preference between a cloud-only back up strategy and a hybrid model that pairs a local appliance for rapid recovery with offsite cloud repetition?

We would like your expertise in making a recommendation for the best solution. Please recommend your RTO and RPO targets.

What is the current backup solution, retention policy, and approximate data volume per device/server?

Proposers should include discovery and documentation as part of the transition. Vendors should assume that REDI does not have a complete, modern stack fully in place, and should recommend and provide pricing for a full solution. REDI's current records retention policy is attached. As part of the CIO services, we would like to develop more specific retention policies for computer records and emails. Our Sharepoint currently says 4.7GB of 1 TB is in use. As an example, the CEO's C drive is using 219 GB of 235 available. 44.4 GB is for mail.

Has REDI experienced any data loss incidents or backup recovery events in the past two years? If so, what was the recovery experience? Does REDI have specific Recovery Time Objective (RTO) and Recovery Point Objective (RPO) targets in mind, or should proposers recommend targets based on their proposed solution?

There have not been any significant data loss incidents. Any inadvertent deletions by employees have been able to be restored quickly. Proposers should recommend targets.

Has REDI tested a full disaster recovery scenario?

Not to our knowledge.

Does REDI have an existing cybersecurity incident response plan and/or business continuity plane, or is this a new document to be developed by the incoming vendor? Does the vendor need to provide full playbooks, testing and stakeholder communication protocols?

This would be a new document – respondents should give their recommendations.

Storage

The RFP specifies "2 TB of backup storage per device" and data centers "globally distributed across 21 countries." These appear to be specifications of the incumbent's current product rather than operational requirements for a Maryland-based agency. Would REDI accept a compliant, US-based cloud backup solution that right sizes storage to actual data usage, or are the 2TB/21-country metrics mandatory?

Yes, we would like your expertise for the best solutions.

Regulatory Standards

The RFP references SOC, PCI, HIPAA, NIST, and ISO compliance. Are any of these direct regulatory obligations for REDI, or were they descriptive of the current backup provider's certifications? Additionally, what specific recordkeeping standards apply to REDI as a public entity (e.g., Maryland Public Records Act)? /Does REDI require FedRAMP, State of Maryland or additional compliance reporting beyond what is listed?

We want to be compliant with the Maryland Public Records Act.

Website Management

Accessibility Compliance

The RFP requires ADA/WCAG 2.1 AA compliance audits and remediation. Should vendors assume responsibility for full implementation of accessibility fixes across all REDI websites, or will REDI prioritize certain sites or pages for remediation? Is this expected to be full remediation in the first year, or can it be phased. Should remediation be included within the base contract or treated as a separate project?

Full implementation of accessibility fixes across all REDI websites is preferred. You can break out your suggestion if you want to separate out the costs from the base contract. Please provide your recommendation on whether and how this would be phased.

Has any prior accessibility audit been completed? If yes, can the results be shared?

A formal accessibility audit has not been completed.

Is the WCAG 2.1 AA compliance requirement driven by a specific audit finding, legal concern, or proactive governance initiative?

Compliance is a proactive initiative to ensure content accessibility for all website visitors.

Does REDI have preferred accessibility tools, vendors or testing platforms?

No, we would rely on your expertise to find the best solution at the best price.

Are there any custom integrations, API's, or third-party tools connected to the websites (CRM, analytics, email marketing, etc.?)

All websites have Google Analytics tags; REDI and MWBC websites have Constant Contact integrations. The Biotech Corridor website may integrate APIs for events and funding sources.

Are there compliance audits the IT provider will need to complete periodically on behalf of REDI? If so, what are they? Will REDI require a monthly or quarterly patch compliance and monitoring program?

Please give us your recommendation on this.

Content Update

The RFP estimates 3–6 hours of monthly content updates. Could REDI clarify whether content requests will be submitted via a ticketing/helpdesk system, or if vendors should propose their own workflow for handling ongoing updates and approvals?

We can submit via the helpdesk system unless you have another desired workflow.

Are any WordPress sites using custom themes or deprecated plugins that require redevelopment?

All the websites use themes that have been customized from existing Wordpress third-party theme builds. Depending on the future WordPress platform updates, themes may require redevelopment.

What is the current volume of monthly website update requests (historically)?

0-5 website requests are submitted per month.

Are the 3 – 6 monthly support hours cumulative across all websites or per site? For the estimated 3–6 monthly website support hours, should vendors assume a greater emphasis on content updates or on technical troubleshooting and remediation?

Cumulative across all websites. Greater emphasis would be on technical troubleshooting and remediation. Assistance with content updating is usually because coding is required in the template.

Will the provider be expected to create new content or only update existing content?

Mostly update existing content.

Are SEO improvements expected as part of this maintenance contract?

No.

What analytics platform is currently installed?

G4A are installed on all websites.

Do you prefer automated dashboard reporting or monthly PDF reports?

REDI has direct access to G4A dashboard and reports. Monthly site health, security and page and plugin updates are preferred.

Hosting & Infrastructure

The RFP references management of 21 domains and hosting for four WordPress websites. Does REDI expect vendors to provide hosting services directly, or manage hosting through REDI's existing provider(s)? Who is the current domain registrar and web hosting provider(s)? Are they open to moving to WP Engine? Is REDI open to vendor recommendations for WordPress hosting platforms that materially reduce security, uptime, and accessibility risk, such as Pantheon? Please confirm if the IT Vendor or Web Vendor is expected to be the primary owner of DNS records and registrar renewals.

Hosting through existing provider(s) is fine – as long as the firm stays current with renewals and updates. If a responding firm plans to contract out website functions, please propose how responsibility for renewals would be structured. Domains are registered through Cloudflare and hosted via MyKinsta. Please explain why you would recommend moving hosting, and what the cost would be. Our goal is to have websites where our staff can easily update content.

Are the websites currently independent, or part of a shared hosting or multisite environment.

Each of the sites is separate – but there are links between them.

Why are there so many domains?

We have five active Word Press websites – four hosted/managed through REDI and one (Explore Rockville) through Visit Montgomery. We have secured URLs that might be similar to our active sites, or that we want to retain rights to the URL.

Is patch/vulnerability/compliance management presently being provided on the web systems and other infrastructure?

Yes.

Do any of the sites use custom plugins or themes that require licensing? What are the themes and page builders currently in use across the sites?

Yes. REDI and MWBC websites have premium WPForm and WP Mail SMTP licenses. The Biotech Corridor website has a pro Bloksy license. MWBC Shop Local website has a premium WPBakery License. These are currently all paid for directly by REDI.

- REDI
 - Custom theme
 - Elementor block editor
- MWBC
 - Custom theme
 - Native (Wordpress) block editor
- MWBC Shop Local
 - Theme: Porto
 - WPBakery block editor
- Biotech Corridor – Note: website features are being updated
 - Theme: Blocksy
 - Stakable block editor

How many active plugins are installed across the websites?

- REDI
 - 25 plugins
- MWBC
 - 32 plugins
- MWBC Shop Local
 - 20 plugins
- Biotech Corridor - Note: website features are being updated
 - 9 plugins

Do any of the sites allow user logins (e.g. membership, blog contributors, restricted content)?

We are updating one of our sites (Biotech Corridor) to allow this.

Do any of the sites allow public comments on posts or pages? Are there any e-commerce functions?

No.

What is the approximate total size (files and database) of each site?

REDI – 9 GB

MWBC Shop Local - 1 GB

MWBC – 6 GB

BIO 1 – GB

Explore Rockville – managed by Visit Montgomery

Are SSL certificates managed through the hosting provider, a third-party certificate authority or manually?

All SSL's are handled via Cloudflare/MyKinsta automatically.

Are staging environments currently in place for each website?

No. The current IT vendor creates staging environments as needed.

Who currently manages DNS for the 21 domains, and are DNS records centralized or distributed across multiple registrars?

These are centralized on Cloudflare with renewal managed by the IT vendor.

How frequently do website incidents occur for REDI historically – site down, data loss, security breach?

We have sites go down once or twice a year at most, usually related to Comcast or web issues generally.

Forms

What are forms built with?

The website forms are built with WPForms.

Are these multi-part forms that need to change based on user input?

Some forms have multiple sections with conditional logic and are updated as a whole on the back-end.

Do these forms integrate with third party services?

Some forms integrate with WP Mail SMTP and Constant Contact.

What are the particular tools that they use for integration support for third-party tools?

These include, but are not limited to, Google Analytics, Google Ads, Constant Contact, Hubspot, EventBrite, and GrowthWheel.

Anticipated Growth

Are there any plans to modernize, consolidate, or significantly enhance the WordPress sites beyond ongoing maintenance.

We are open to suggestions and would expect any work like that to be additional scope with a separate payment arrangement.