

Supplement D
Department of Information Technology
ACTION AGENDA
December 3, 2014

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1-IT. DEPARTMENT OF INFORMATION TECHNOLOGY

Contract ID: Information Technology Support Management
 ADPICS No.: F50B4400105

Description: Cloud-based Software-as-a-Service (SaaS) Information Technology Support Management tool.

Award: Triad Technology Partners LLC
 Bethesda, MD

Term: 12/17/2014 – 12/16/2019 (5-year base term w/two 5-year renewal options)
 12/17/2019 – 12/16/2024 (option 1)
 12/17/2024 – 12/16/2029 (option 2)

Amount: \$2,205,840 (base)
 \$1,116,720 (option 1)
 \$1,228,392 (option 2)
 \$4,550,952 total

Procurement Method: Competitive Sealed Proposals

Proposals:

Offeror	Overall Ranking	Technical Ranking	BAFO price
Triad Technology Partners, LLC	1	1	\$3,650,952
Koniag Services, Inc.	2	2	\$7,306,998

MBE Participation: None

Remarks: DoIT recommends this contract to improve the effectiveness and efficiency of Service Management operations within DoIT. A notice of the availability of the Request for Proposals was advertised on *eMarylandMarketplace*, posted on the DoIT website, and directly sent to 69 MBE firms known to provide this type of service. In addition, the solicitation was directly sent to 125 companies known to provide this type of service. DoIT received five proposals. Two proposals did not meet the minimum qualifications and were determined not reasonably susceptible for award. The remaining three proposals underwent a thorough evaluation that included product demonstrations. During Best and Final Offer process, one of the offerors failed to comply with the request by modifying DoIT's price sheet. As a result, it was deemed not reasonably susceptible for award.

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Under this contract, DoIT will modernize its Information Technology Support Management platform by upgrading to ServiceNow, which is a proven market leader in the technology. The software will be hosted offsite by a Cloud Service Provider and it will reduce DoIT's costs associated with procuring hardware, licenses, and maintenance. In addition, the contract award will enable DoIT to achieve an objective in its FY 2015IT Master Plan.

DoIT is recommending award of the contract to Triad Technology Partners, LLC because it presented the most advantageous offer to the State. Triad Technology Partners, LLC showed that its product is technically superior to other Information Technology Support Management products and it is capable of a successful migration from DoIT's current system. In addition, Triad Technology Partners, LLC is a local Maryland business and it is registered as a Small Business Reserve company.

Fund Source: General Funds

Approp. Code: F50B0402

Resident Business: Yes

MD Tax Clearance: 14-2622-1111

BOARD OF PUBLIC WORKS

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION