ENG 317 Chapter Assignment #13
Xander Watkins

MEMO

To: Rebecca Tkacs
From: X. Watkins
Subject: RFP Evaluation
Date: October 20th, 2025

Summary

My chosen RFP is by Fermi Lab and Argonne National Laboratory and their request for IT services. This memo will focus on Fermi Labs RFP, the particulars of their request and answering the questions you provided.

Fermi Lab's Request

According to Fermi Lab's RFP they are soliciting proposals for "qualified companies to provide Information Technology Managed Services and Support". They go into further detail specifying response times for types of issues and many other details. But essentially they want a contractor to help with aspects of their IT infrastructure while providing user support and management.

This RFP is very particular with their request. It provides 24 documents for the RFP and enters into specifics for details such as response times. In attachment B they specify different issue response targets such as, "General Seller Incident Response - P1, 24x7x365 (days), >=90 within 1 hour." This is only one example, they are detailed and specific throughout.

They will evaluate proposals on Technical Capability via compliance with ISO 20000, certifications, etc. By the proposer's past performance, via prior experience and upkept metrics like response time. By price based on the proposer's bid through a Firm Fixed Price. Fermi Lab also plans to evaluate proposals by the forms they submit such as Organizational Conflict of Interest. They plan to evaluate the proposals via many different methods.

Recommendation

If we are to respond to this RFP I would first ask several questions of Fermi Lab. We should request their main goals they want to achieve by outsourcing IT support, which services they deem most critical, and if the contractor is expected to be on-site or remote. The RFP is hosted here[1] and you can contact me at xander.watkins@maine.edu for more information on this subject.

1: https://sam.gov/workspace/contract/opp/47efa6b3f1fe42389092b040e7cb64ba/view