

TOWNSHIP OF OCEAN

REQUEST FOR PROPOSAL
FOR PROFESSIONAL SERVICES
2019

ISSUE DATE: February 5, 2019

SUBMISSION DEADLINE: February 20, 2019 – 11:00 am

ADDRESS ALL QUALIFICATION STATEMENTS TO:

Diane B. Ambrosio, RMC CMR
Administrator/Municipal Clerk
Town Hall
50 Railroad Avenue
Waretown, New Jersey 08758

GENERAL INFORMATION & SUMMARY

ORGANIZATION REQUESTING PROPOSALS

Township of Ocean
50 Railroad Avenue
Waretown, New Jersey 08758

CONTACT PERSON

Diane B. Ambrosio, RMC CMR
Administrator/Municipal Clerk

PURPOSE OF REQUEST

The TOWNSHIP OF OCEAN is soliciting proposals from interested persons and/or firms for the provision of IT services for calendar year 2019, as more particularly described herein. Proposals are being solicited thru a Fair and Open Process in accordance with N.J.S.A 19:44A-20.1 et.seq. The Township of Ocean will review proposals only from those persons and/or firms that submit a proposal which includes all the information required to be included as described herein, as determined in the sole and absolute discretion of the Township of Ocean. The Township of Ocean intends to qualify persons and/or firms that (a) possess the professional, financial and administrative capabilities to provide the proposed services, and (b) will agree to work under the compensation terms and conditions determined by the Township of Ocean to provide the greatest benefit to the taxpayers of the Township of Ocean. The services of successful respondents may be procured as soon as possible.

CONTRACT FORM

If selected, a respondent shall be required to submit a formal contract to the Township of Ocean for execution and will include, among other things, indemnification, insurance, termination and licensing provisions.

REQUIREMENTS

FOR ALL PROFESSIONAL SERVICES

1. Proposals will be accepted for the specific professional services set forth in the Public Notice, a copy of which is attached hereto.
2. All proposals (2 complete hardcopies) shall be submitted in a sealed envelope to Diane B. Ambrosio, RMC, 50 Railroad Avenue, Waretown, New Jersey 08758 no later than February 20, 2019
at 11:00 am.
3. All proposals shall include, at a minimum: the name, address, e-mail address, telephone number, and all contact information of the person or firm making the proposal; a current resume or curriculum vitae; a statement of qualifications, including all applicable professional licenses held and current professional affiliations; a statement of experience

4. All proposals will be evaluated by the Township of Ocean Committee.
5. Proposals will be evaluated by the Township of Ocean Committee and its agencies on the basis of the proposals deemed to be most advantageous, price and other factors considered. The evaluation will consider:
 - a. Experience and reputation in the field;
 - b. Knowledge of municipal government;
 - c. Support staff availability, where applicable; and
 - d. Compensation proposal;
 - e. Other factors, if determined to be in the best interest of the Township of Ocean.

6. **GENERAL TERMS AND CONDITIONS**

- a. The Township of Ocean reserves the right to reject any Proposal in whole or in part or to waive any informality, unless otherwise specified by the respondent, to accept any item, items or services in the proposals should it be deemed in the best interest of the Township of Ocean to do so.
- b. The respondent shall maintain sufficient insurance to protect against All claims under Workmen's Compensation, General, Professional and automobile Liability.
- c. Each Proposal must be signed by the person authorized to do so.
- d. The checklist, affidavits, notices and the like presented at the end of this RFP are a part of this RFP and shall be completed and submitted as a part of the Proposal.

IT SERVICES – SCOPE OF SERVICES

The services to be provided by the IT Service Company shall include, but are not limited, the following:

1. Network maintenance / monitoring
 - a. Provide constant monitoring of in house and internet networks
 - b. Ensure the continued functionality of said network while minimizing to eliminating down time
 - c. Provide constant network updates and maintenance as required to continuously keep system up-to-date.
 - d. Manage/operate local Windows Server Network and Network Attached Storage servers
 - e. 24/7 Monitoring for potential hardware/software failures
 - f. Ensure network security and integrity
 - g. Provide consistent antivirus/antispyware/security updates for whole network
 - h. Monitor for network attacks/intrusion
 - i. Monitor/Maintain Network firewalls and main/backup internet connections
 - j. Maintain/Setup numerous printers throughout network environment
 - k. Maintain multiple Universal power supplies and manage expirations.
 - l. Maintain/Manage multiple Thin Client and PCs throughout organization.
 - m. Note: Network systems include both hardwired, wireless and Air 3G/4G connections.
2. Software
 - a. Continual security updates for all software used within the township
 - b. Ensuring that organization continually operates on most up to date version of software
 - c. Monitor/Maintain multiple Storage/Terminal Servers
 - d. Monitor/Maintain/Manage multiple Remote VPN & RDP Connections
 - e. Monitor/Maintain/Manage persistent VPNs
 - f. Monitor/Maintain/Manage all in house software systems including but not limited to Microsoft Office, State/Federal access systems and Windows Operating/Server systems
3. Backups
 - a. Frequent and continual backups
 - b. 3 Layers of backups in case of a disaster
 - c. One backup required to be stored securely offsite
 - d. Manage disaster recovery plan in the case of loss
 - e. Backup with ability to restore backups and avoid down time.

4. Vehicles

- a. Manage/Maintain/Monitor approximately 11 patrol vehicles (continually subject to change)
- b. Manage in-vehicle software/hardware systems including but not limited to Mobile Video Recorders, Ticket Printers, Mobile Data Terminals, VPNs and 2 form authentications.
- c. Integrate said systems into existing computer / network systems
- d. Provide continual antivirus/antispayware/security updates to vehicles
- e. Maintain network/PC Security

5. Off-Site work

- a. Manage occasional offsite work including but not limited to an Emergency Operations Center and Police Surveillance Centers
- b. Ensure continual network security / internet access at locations
- c. Assist in any further offsite locations that the township may operate/use in future.

6. Physical Presentation

- a. Responsible for the presentation of all wiring, hardware, monitors, keyboards, mice and any other physical hardware throughout building
- b. Ensure constant neat and uniform appearance throughout the organization.

7. Special Projects/ Program Development

- a. Ability to grow with the township and manage/execute special projects that may arise in the police department
- b. Ensure the continued growth of local networks that may be required by state/federal regulations
- c. Special projects may develop in which the organization needs to upgrade/update/expand systems or install new systems
- d. Responsible for executing and installing special projects that are not covered under 3rd party vendors.

8. Email

- a. Responsible for hosting/maintaining the Township of Ocean email account on Office 365 to be used by 100+ users
- b. Manage SPAM filters while ensuring official emails get delivered appropriately.
- c. Provide an up to date webmail atmosphere with IMAP/POP3 and security features

9. Telephones

- a. Ensure functionality of interfaced systems with the municipality that operates IOS/Android platforms. Collaborate with Hunter technologies as a third party vendor for both the Township's Administrative Office and the Police Department.

10. Recommendations

- a. Provide written/oral recommendations to the township to properly develop the environment to meet future demands.

11. Training

- a. Provide in service training as needed

12. State/Federal Regulations

- a. Ensure constant compliance with state/federal regulations and all recommended guidelines.
- b. Keep in constant contact with state/federal agencies including but not limited to FBI, NJSP, NCIC, DMV, AOCTELE and DEP

13. Availability/Response Time

- a. Required to be available 24 hours a day, 7 days a week, including weekends and holidays
- b. Provide remote troubleshooting/service when applicable
- c. Ability to respond to physical location if needed for support incidents within reasonable time frame as determined by township administration

14. Security

- a. Network security is paramount due to the nature of the network
- b. As such, IT Services company will be responsible for maintaining constant network security and integrity with includes virus protection, firewall configurations, Spyware protection and Proxy management

15. Vendor Interfacing

- a. Responsible for interfacing directly with 3rd party vendors such as ISPs and software providers.
- b. Although the functionality of the 3rd party product will be the responsibility of the vendor, interfacing and proper operation within our network will be the responsibility of the IT Services Company.

NOTE: All though this scope of services covers the majority of the services required, there may be unexpected or unforeseen circumstance which will necessitate IT services. The Township of Ocean reserved the right to add/deviate from this Scope of Services should the need arise.

STATEMENT OF QUALIFICATIONS

1. Company Information

- a. Describe the experience of your company in providing public sector IT services.
- b. Identify the total number of professionals employed by your agency
- c. If applicable, list the public service agencies, specifically municipalities and Police entities, that your company services.
- d. Provide the network environments that your company is comfortable maintaining
- e. Identify the location of your base of operations for the individuals who will be assisted to the township and the total number of professionals in such office who will be servicing this department.

2. Individual Qualifications

- a. Identify the individual who will initially serve as the primary point of contact with the Township under this contract and other individuals on the team who are expected to work on township systems. Describe the type of work each is expected to perform.
- b. Provide brief biographical information for each of these individuals that identifies their educational background, work history and past responsibilities serving in similar technical roles.
- c. Describe specific experiences in maintaining a public sector network.
- d. Provide three (3) references (name, title, and employer, address and phone number) for the person who will serve as the primary point of contact.

3. Fee Proposal

- a. Please state your fee proposal for the scope of work to provide IT services as described in Attachment A. Please document any key assumptions made in developing the fee proposal and any other contingencies which we should be aware of.
- b. Please indicate any fees or hourly rates that will be implied that fall outside of the service contract.

4. Prerequisites

- a. Per CJIS Rules, every member of the company who will be working on the Ocean Township Police Department systems will be subject to passing a background check prior to being allowed access
- b. All company employees must complete I.T. CJIS training as required by the FBI.

NETWORK ENVIRONMENT

Although a complete network environment would require an onsite evaluation the following is an overview of the network environment for both the Police Department and Town Hall. It should be noted that although the two organizations are physically located together, their networks are two completely and separate networks that do not interface with the exception of a RDP. There are two (2) separate areas (Construction/Zoning and Department of Public Works) that are located approximately 4 (four) miles away from the main buildings. These buildings are supported by the network on the Town Hall side of the building. This contract is for all services at all of the Township Buildings.

Police:

- 2 Physical servers with VMWare
- 2 Terminal Servers
- Tape Server & Domain Controller
- 2 Access Points
- 13 Network Printers (3 of which are 3rd party managed)
- 8 PCS (Windows 7)
- Approximately 4 Thin Client PCs that log into 2 Terminal Servers
- 2 Firewalls in parallel (SOPHOS/CISCO)
- Persistent VPN
- NAS
- 4 Laptops
- Backup location with 2 PCs, network printer and Internet
- 2 Layers of Internet – Verizon and Comcast
- 5 Vehicle MDTs (AIO Hard Mounted PC)
- 35 Users

Township:

- 4 Servers
- 2 Virtual Servers
- 25 PCs
- 1 Terminal Server
- 3 Access Points
- 15 Thin Clients
- 20 Network printers
- 3 Laptops
- 3 Chromebooks
- 1 Firewall (SOPHOS)

Core business application software used includes:

MS Office Pro Plus 2013

Edmunds Municipal Finance system

Mitchell-Humphrey construction Management software

Adobe Reader DC

Firefox, IE11, and Chrome web browsers

Recommended proficiency of IT Support candidates:

MS Windows 2008 & 2012 server O/S

Microsoft Active Directory and Group Policy operations

Windows 7 Pro O/S & later

MS Office 2013 Pro Plus

In-house email server (SurgeMail) using POP3 and IMAP modes and legal archiving functions

Android & Apple cell phone IMAP email support

MS Network file sharing w/ user-level permissions

Apple iPad support for remote access of documents

Chromebook Support for remote access of documents

Network printing and sharing

Printing to network copiers and scan-to-server folders operation

Network Attached Storage configuration including iSCSI volume operations

Managed network switches including VLAN configuration

Sophos firewalls including network proxy for Internet access filtering and logging, VPNs,

Wireless network operations

Network bridging between buildings using wireless & fiber links

VMWare ver 5.5 or above hosting multiple MS Windows server VMs on HP Proliant servers

MS Remote Desktop Services (formerly called Terminal Services)

MS SQL Server (full version)

Symantec Endpoint Protection v14.1 antivirus software using central management, reporting and email alert functions

Parallels Remote Access Server software

LTO-6 tape backup system for servers and critical PCs

APC Back-UPS Pro battery backup units with network management cards for alerting

Pricing should be in one packet but broken down to Police Department and Town Hall on a Monthly cost breakdown

Pricing:

It Support – Daily \$

On-Site Technician
Network Management
Server Management
Security (vulnerability testing)
Alerting and Monitoring
Procurement Services
Dedicated Technology Account Manager

Vendor Liaison Services
Asset Management
24x7 External System Monitoring
Weekly Backup Reporting
Ticket Reporting
Technology Budget Recommendations
Technology vendor review and recommendations

How Tickets requests will be handled
Response Times to Ticket Requests

Include Business References

PROPOSAL CHECKLIST

THIS CHECKLIST MUST BE COMPLETED, INITIALED, SIGNED AND SUBMITTED WITH YOUR PROPOSAL. A PROPOSAL SUBMITTED WITHOUT THE FOLLOWING DOCUMENTS IS CAUSE FOR REFUSAL.

**INITIAL
BELOW**

- | | |
|---|-------|
| 1. Non-Collusion Affidavit properly notarized | _____ |
| 2. Owner's Disclosure Statement | _____ |
| 3. Authorized signatures on all forms | _____ |
| 4. Business Registration Certificate(s) | _____ |
| 5. Disclosure Statement | _____ |
| 6. Affirmative Action Statement | _____ |

The Contractor shall submit to the public agency, after notification of award but prior to execution of all goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan
Approved Certificate of Employee Information Report
Employee Information Report Form AA302

Note: Pursuant to P.L. 2004, c.57, effective September 1, 2004, the successful bidder shall also be required to comply with the provision of the new Business Registration Law.

**THE UNDERSIGNED HEREBY ACKNOWLEDGES
THE ABOVE LISTED REQUIREMENTS**

NAME OF RESPONDENT:

Person, Firm or Corporation

BY: (NAME)

(TITLE)

EXHIBIT A

**MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq. N.J.A.C. 17:27**

GOODS, PROFESSIONAL SERVICES AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation or sex. Except with respect to affectional or sexual orientation, the contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation or sex. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative Or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq. as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to employ minority and women workers consistent with the applicable county employment goals established in accordance with N.J.A.C. 17:27-5.2, or a binding determination of the applicable county employment goals determined by the Division, pursuant to N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices. The

Contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the applicable employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

- Letter of Federal Affirmative Action Plan**
- Approved Certificate of Employee Information Report**
- Employee Information Report Form AA302**

The contractor and its subcontractors shall furnish such reports or other documents to the Div. of Contract Compliance and EEO as may be requested by the Division from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Div. of Contract Compliance & EEO for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.**

Signature

Title

Company Name

NON-COLLUSION AFFIDAVIT

STATE OF NEW JERSEY)
)ss:
COUNTY OF _____)

I, _____ of the _____ in the County of _____ and the State of _____ of full age, being duly sworn according to the law on my oath depose and say that:

I am _____ of the firm of _____, the Respondent submitting the Qualification Statement, and that I executed the said Qualification Statement with full authority so to do; and that said respondent has not, directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the Qualification Statement; and that all statements contained in said Qualification Statement and in this Affidavit are true and correct, and made with full knowledge that the State of New Jersey relies upon the truth of the statements contained in said Qualification Statement and in the statements contained in this Affidavit in awarding any contract for the named services.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

_____ (N.J.S.A. 52:34-15)

(Also type or print name of Affiant under signature)

Subscribed and sworn to before me this _____ day of _____,

A Notary Public of _____

My Commission Expires: _____

OWNER DISCLOSURE INFORMATION

Set forth below are the names and addresses of all owners of 10% or more of the proposing business entity.

Name: _____

Name: _____

Address: _____

Address: _____

Name: _____

Name: _____

Address: _____

Address: _____

Name: _____

Name: _____

Address: _____

Address: _____

Name: _____

Name: _____

Address: _____

Address: _____

NAME OF BUSINESS ENTITY

SIGNATURE

TITLE

Notary Public of

My Commission Expires: _____, 20__.

DISCLOSURE STATEMENT
(To be submitted with Qualification Statement)

- (a) Is or was anyone in your firm or company a member of the Township of Ocean governing body within the last calendar year or a member of his/her immediate family? If yes, then provide the name of the individual below and his/her relationship.

Yes ___ No ___

Name	Position	Relationship
------	----------	--------------

- (b) Has any principal/partner of your firm been convicted of an indictable offense? If yes, then please Provide further explanation and copies of any relative documents.

Yes ___ No ___

Name	Position	Relationship
------	----------	--------------

- (c) Has any individual who would provide service under this contract ever been sanctioned by the appropriate licensing board?

Yes ___ No ___

Name	Position	Term
------	----------	------

- (d) Has the firm been found liable for professional malpractice in the last 5 years?

Yes ___ No ___

Reason for Action:

- (e) Has any member of your firm ever been barred from doing business with any state, Township of Ocean or municipal government? If yes, then please provide further written explanation including date and copies of relevant documentation.

Yes ___ No ___

Name	State, County or Municipality	Date
------	-------------------------------	------

- (f) Has your firm sued the Township of ocean in the past five (5) years? If yes, then please identify the matter/case and provide further written explanation including date and copies of relevant documents.

Yes ___ No ___

Name	Date
------	------

By _____ Title _____