

Exhibit “A”

AGREEMENT FOR IT NETWORK MANAGEMENT SERVICES

THIS AGREEMENT, dated as of the 30th day of **JUNE, 2022** between the Township of West Orange, a Municipal Corporation, in the County of Essex, and the State of New Jersey (hereinafter referred to as the "Township"), having its principal offices at 66 Main Street, West Orange, New Jersey; and **PASCACK DATA SERVICES, INC.**, (hereinafter referred to as the "Contractor"), having its principal offices at 200 Central Avenue, Suite 100, Hawthorne, New Jersey.

WHEREAS, on or about May 9, 2022, the Township issued a Request for Proposal (the "RFP") seeking proposals for IT Network Management Services ("IT Services"), annexed hereto as Exhibit "A;" and

WHEREAS, on June 8, 2022, the Contractor submitted a proposal in response to the RFP, annexed hereto as Exhibit "B," seeking award of the Contract for IT Services for the Uniformed Network Systems and for special projects on an as needed basis (the "Contract") for a term of three (3) year with a possible renewal term of an additional two (2) years.

WITNESSETH

1. The Contractor hereby covenants and agrees to furnish and deliver to the Township, IT Services consistent with the scope of services as set forth in the RFP and the Contractor's Proposal (the "Proposal").

2. In the event of any conflicts between the terms and conditions set forth in the RFP and the Proposal, the terms and conditions set forth in the RFP shall govern.

3. The Contractor acknowledges that it has read N.J.S.A. 10:2-1, et. seq. (Discrimination in Employment on Public Works; contract Provision), the terms of which are incorporated herein as if expressly set forth at length, and the contractor agrees to comply with and be bound by the terms thereof.

4. Neither this Agreement nor the monies to become due hereunder are assignable.

5. The acceptance of payment by the Contractor shall constitute a release of any claims or liabilities of any nature whatsoever, if any, owing to the Contractor from the Township, its agents, servants and employees.

6. Contractor agrees to indemnify and hold harmless the Township, its agents, servants and employees from and against any and all losses, damage, liabilities, and expenses which may arise or be claimed against the Township, its agents, servants and employees, consequent upon or arising out of or in connection with the within Agreement.

7. This Agreement shall be governed and construed in accordance with the laws of the State of New Jersey, without regard to its conflict of law principles. Any claim shall be brought in the Superior Court of New Jersey, Essex Vicinage. Each of the Parties hereby irrevocably consents

to the service of process of any of the aforementioned courts in any such action or proceeding by the mailing of copies thereof to it by regular mail. Each of the Parties hereby irrevocably waives any objection that it may now or hereafter have to the laying of venue of any such claim, suit, proceeding, or action in such respective jurisdictions

8. This agreement is effective as of *July 1, 2022* and covers the period of *July 1, 2022 through June 30, 2025* with a possible extension until *June 30, 2027*.

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and seals, or caused these presents to be signed by their proper corporate officers, and caused these corporate seals to be affixed hereto.

ATTEST:

PASCACK DATA SERVICES, INC.



Name: Howard M. Adler

Name:

ATTEST: _

TOWNSHIP OF WEST ORANGE

KAREN CARNEVALE, R.M.C
TOWNSHIP CLERK

BY: _____
MAYOR ROBERT D. PARISI

Exhibit “A”

TOWNSHIP OF WEST ORANGE

ESSEX COUNTY, NEW JERSEY

Request for Proposal

Request for Proposals for Network Managed Services- RE-BID

Bid Submission Date:

Wednesday June 8, 2022

10:00 A.M.

Prevailing Time

TOWNSHIP OF WEST ORANGE * 66 MAIN STREET * WEST ORANGE, NJ 07052

(973) 325-4056

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ADVERTISEMENT

Request for Proposal

The Township of West Orange is soliciting proposals through the competitive contracting process in accordance with N.J.S.A. 40A:11-4.1(a), et seq. for Network Managed Services- RE-BID. The proposal package can be obtained in person at the Township of West Orange, 66 Main Street, Purchasing Room 111, West Orange, NJ 07052, during regular business hours, 8:30 a.m. to 4:30 p.m. or by emailing a request to preynolds@westorange.org.

Any vendor wishing to submit a proposal must provide a letter of intent prior to submission which is due Thursday, May 19, 2022 @ 11:00 A.M.

Intention letters can be emailed to: John O. Gross, CFO jgross@westorange.org and a copy sent to Panayiota Reynolds, Purchasing Agent preynolds@westorange.org. Any vendor who does not submit a letter of intention will not be considered qualified for an award. Proposals, clearly marked with the title and name and address of party making same, addressed to the Township Council of the Township of West Orange can be mailed, or hand delivered to the Municipal Building, Room 111, 66 Main Street, West Orange, NJ 07052. Proposal due date is Wednesday, June 8, 2022 @ 10:00 A.M. and will be publicly opened and read in the Council Chambers located at 66 Main Street on the same day. No proposals received after that time will be considered.

Bidders are required to comply with the Contract Compliance and Equal Employment Opportunities in Public Contracts N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 and have a current New Jersey Business Registration Certificate P.L. 2004, N.J.S.A. 52:25-24.2.

Panayiota Reynolds, RPPS, QPA

Purchasing Agent

TOWNSHIP OF WEST ORANGE

66 MAIN STREET

WEST ORANGE, NEW JERSEY 07052

COMPETITIVE CONTRACTING

REQUEST FOR PROPOSAL

FOR NETWORK MANAGED SERVICES-REBID

SCOPE:

The Township of West Orange ("TOWO" or "Township") is soliciting proposals to obtain network monitoring and management services support for our enterprise and global networks in both the uniformed network (Police & Fire) and non-uniformed network. The Network Managed Services Provider ("NMSP", "Vendor", or "Contractor") will bid on one or both networks and be able to deliver services consisting of but not limited to:

- Management of Local Area Networks (LAN)
- Management of Wide Area Networks (WAN)
- Performance Testing
- Upgrades for network hardware and software
- New project development and installation
- Day to Day Network/Systems Consulting

TOWO issues this request for a Network Managed Services Provider with the intent of having a third party manage TOWO's networks. All of the above will hereafter collectively be referred to as the "Proposed Solution."

It is anticipated that an award will be made for the year 2022 on or about July 19, 2022 for services to be implemented on or about August 1, 2022 through December 31, 2022. This contract can be awarded anywhere from 1 to 5 years subject to availability of funds.

The goals of the Township are as follows:

- 1) Increase effectiveness and efficiency of the Information Technology Systems.
- 2) Reduce the operating costs of the Township required to manage its Information Technology Systems.
- 3) Improve Service strategy, service operation and continual service improvement.

INFORMATION ABOUT THE TOWNSHIP'S ORGANIZATION AND OPERATIONS:

The Township of West Orange is a full service municipality serving 48,843 residents in the County of Essex in the State of New Jersey, providing a wide array of services, from public safety (police, fire, health, etc.) to land use control, design, construction and maintenance, are provided by its staff, 300+ full-time and up to 200 part-time employees, assigned to the following departments:

Department: (location)

Non-Uniform

Executive & Legislative Department: (Town Hall)

Mayor's Office

ABC Board

Town Council

Township Clerk

Legal Services

Planning Board

Board of Adjustments

Waste Management

Municipal Court

Public Defender

Administration & Finance: (Town Hall)

Business Administrator's Office

Purchasing

Tax Collection

Comptroller

Planning & Development: (Town Hall)	Senior Citizen Health Center
Planning & Development	Child Health Clinic
Construction	Recreation: (2 locations)
Housing	Parks and Playgrounds
Assessing: (Town Hall)	Pool
Assessor's Office	
Public Works: (Engineering Building)	Uniformed:
Engineering	Police: (Police Building)
Public Works	Police
Health: (Town Hall)	Fire: (5 locations)
General Health Services	Fire
Senior Citizen Transportation	Uniform Safety
Welfare	Emergency Management
Animal Control	

TOWO's Office of Information Technology (OIT), is responsible for providing all aspects of information technology and network communications for TOWO. This includes deploying, maintaining, and administering all computer, network, and communication functions. OIT is also responsible for establishing connectivity to several network and security devices throughout our area. All connectivity is handled via the commodity Internet, TLS, T1, Dark Fiber circuits or secure VPN tunnels.

AWARD CRITERIA AND FACTORS:

Award(s) for Network Managed services to the Township of West Orange for both uniformed and non-uniformed networks will be based on the following criteria:

- Responsiveness of the proposal related to the scope of the work.
- Ability, capacity and skill the vendor to perform the services effectively and on a timely basis.

- Financial strength and stability of the Vendor.
- The quality, availability and adaptability of the services to the particular need required.
- Net cost, including the Township's cost of implementation & ongoing training, for a 1 to 5 year relationship
- Experience and expertise level of key personnel providing such services
- Experience and expertise of providing such services to the public sector.

Factors that will be considered when evaluating these criteria will include, but not limited to:

- Functionality of Proposed Solutions
- Support Services Offered to Township Employees
- Vendor History
- Product Suitability
- Use of Technology
- Required Infrastructure
- Implementation Schedule
- Vendor's ability to provide the general and technical requirements below

Section I - Technical

1.1 General Requirements:

TOWO is seeking a vendor to provide high-quality technical solutions, support and expertise to all Township sites by means of managing Local Area Networks (LAN) and Wide Area Networks (WAN), performing testing, installations, upgrades for network hardware and software. The Contractor shall provide service strategy, service operation and continual service improvements. The Contractor will be assigned to projects of varying size and scope by Network Operations management, with the expectation of performing all required tasks, not limited to implementation. TOWO is requesting a contractor that can fulfill the following:

- Monitoring Services
- On-Site Support If/When Needed
- Remote Managed Services Support If/When Needed
- New project development and installation

1.2 The contactor roles and responsibilities will include but not be limited to:

- Mitigation and resolution of detected issues
- Diagnose problems before and after occurrence
- Troubleshooting and maintenance of network systems
- Network system support (install, test, maintain, monitor and tune)
- Respond to Tickets forwarded from other responsibility areas
- Tracking “chronic” or recurring problems and escalate within the IT Management Chain
- Network Performance Monitoring in a Control Central Environment

- Network Performance Analysis (trend, analysis, performance monitoring and capacity planning)
Network Configuration Control and Management
- Network Management (Utilization and Capacity)
- Network Utilization and Availability Report
- Management and Administration of Network Monitoring Tools
- Accurately document IP Configurations Installation of network hardware and associated cabling
Provide quality assurance on all network installed equipment
- Support LAN based wireless technology in the enterprise

1.3 Network Problem Identification, Troubleshooting and Maintenance

- The Contractor shall continuously monitor a trouble ticketing system for new or escalated tickets, provided by the Contractor, and update at a minimum every hour when appropriate. All information entered into the ticket shall be clear, concise and accurate. Upon receipt of the trouble ticket, the Contractor shall initiate immediate action to clearly define the problem and effect immediate resolution, or document the problem in the trouble ticketing system to effectively track it to satisfactory resolution, or redistribute it to the appropriate IT group responsible for action towards satisfactory resolution.
- The Contractor shall document each step in the troubleshooting process as it occurs and update the trouble ticket. Due to the complex nature of networks, it is possible for the source of network problems to reside in one or more devices concurrently. As such, the Contractor shall perform troubleshooting techniques to isolate the source of, diagnose and resolve or assist in the resolution of network problems.
- The Contractor shall use existing diagnostic tools or tools that are appropriate for use in diagnosing problems.
- The Contractor shall, when required, participate and/or lead in conference calls during mitigation actions or network anomalies.
- The Contractor when directed shall provide the Network Operations group with after action reports regarding troubleshooting efforts and/or resolution actions taken during and/or after network event troubleshooting.

1.4 Network Problem Resolution and Referral

- The Contractor shall refer network problems to various sources when resolution cannot be achieved by Contractor personnel. If diagnosis or resolution has not been completed in accordance with SLA's as defined below, the Contractor shall escalate the problem to Network Operations Engineers for further action.
- When problems are detected in hardware or circuits, the Contractor must report and resolve the issue, including parts and labor to correct the problem as necessary. See SLA's as defined below.

1.5 Network Installation Support

- The Contractor shall install or modify network components and other systems as required. This includes physical and logical connections with switches, routers, firewalls and related hardware. No modifications or changes shall be made without an approved change request provided by Network Operations. The Contractor shall support implementation of configuration processes based on change review approval by Network Operations. The Contractor shall assist Network Operations in adhering to the approved process for introducing a scheduled maintenance or network configuration change.
- The Contractor shall provide support in troubleshooting network problems associated with new or revised hardware or software installations. The Contractor shall provide support in coordinating new off-network connections including direct site-to-site links with other agencies. The Contractor shall update baseline artifacts to include logical design, as-is drawings and other baseline documents. Occasional staff travel requirements may occur as a result of requirements, but is addressed on a case-by-case basis.

1.6 Network Management and Monitoring

- The Contractor shall be responsible for using Contractor's management tools to monitor our stateside and LAN and WAN networks.
- The Contractor shall have access to the use of a wide assortment of management tools to assist in identifying, analyzing and diagnosing network system problems.

1.7 Network Utilization

- The Contractor shall be responsible for monitoring network utilization to ensure the network infrastructure accommodates customer traffic to all of the customers to help reduce operational costs and establish a foundation for future services.
- The Contractor shall coordinate with outside entities as needed for establishment and baseline verification of baseline and operational network utilization. The utilization statistics shall be captured primarily using various tools to monitor device interfaces in relation to transmission media capabilities.

1.8 Network Availability

- The Contractor shall monitor network availability and compare sample data with the information in the commercial service provider circuit availability reports for verification and validation of outage statistics.

1.9 Network Trend Analysis

- The Contractor shall perform network trend analysis to compile daily and/or longer-term reports for various network traffic areas of interest. These reports shall supply both generalized and specific information about targeted areas and shall provide useful snapshots of information. These reports shall include but are not limited to daily and weekly reports covering various error conditions, workload (i.e. CPU) and memory and network utilization. Customized trend analysis shall be provided based on current monitoring capabilities on an as-needed basis.

1.10 Network Capacity Planning

- The Contractor shall perform data collection to assist in network capacity planning. Network usage and configuration information shall be used with performance statistics to reflect current and long-term bandwidth utilization. This information shall be used to better estimate future requirements based on application, organizational or technological changes as well as adjustments to provide improved cost/benefit of current resources.

1.11 Technical Requirements:

The Contractor shall perform LAN/WAN configuration, troubleshooting and operational support with specific (but not exclusive) concentration on:

LAN Support

- The Contractor shall provide the following LAN support services:
- Monitor LAN performance and make LAN upgrade recommendations using management or monitoring tools
- Perform diagnostic testing between network components
- Recommend configuration changes and network upgrades as required
- Install, configure, troubleshoot and maintain network and network monitoring tools (such as: SolarWinds, etc.) and hardware as required or directed Install and configure network protocol software
- Install, configure and maintain LAN switches, routers and wireless systems
- Troubleshoot and repair LAN lines
- Troubleshoot and resolve network issues and problems
- Install, label, maintain and troubleshoot internal network wiring and fiber optic cabling
- Document all existing and potential network problems and their corrective actions
- Reestablish network connectivity for users during office moves
- Perform periodic preventative maintenance
- Participate in design reviews for new facilities or renovation plans as required
- Diagnostic testing between network components
- Systems programming of network switches, routers and related hardware
- Install, label, maintain and troubleshoot internal network wiring and fiber optic cabling
- Generate network diagrams, rack elevations and documentation as requested by the Network IT staff
- Travel, as required or directed, to TOWO offices in the West Orange area

WAN Support

- The Contractor shall interface with Network Operations to provide the following WAN support services. In performance of these services, the Contractor shall:
- Facilitate the installation, troubleshooting and repair of communication lines, data circuits and wireless systems
- Configure, maintain and troubleshoot WAN protocols
- Identify existing potential network problems and report outages with corrective actions
- Coordinate with remote sites and overseas IT departments to recover and restore WAN connectivity in case of an outage
- Perform diagnostic testing among WAN components to verify performance and connectivity
- Install, configure and maintain routers per established policies and procedures as required or directed
- Facilitate the installation, troubleshooting and repair of communication lines, data circuits and associated equipment Identify existing potential network problems and report outages with corrective actions
- Coordinate with remote branch office personnel to recover and restore WAN connectivity in case of an outage
- Open trouble tickets and/or coordinate communication with Internet Service Providers (ISPs) as required.

1.12 PERFORMANCE STANDARDS AND SERVICE LEVELS

- The Contractor shall meet the following performance standards:

Response and Notifications

The Contractor is expected to react quickly to any event impacting, or that has the potential to impact, the delivery of subscriber services. In addition, it is critical that the Contractor communicates events that impact service delivery, the services impacted by the events, and any future risks caused by the events to TOWO Network Operations management in a timely fashion. It is expected that notifications and escalations occur simultaneously through the Contractor's management and engineering organizations during any service affecting event. The Contractor will propose a documented Escalation and Notification Procedures listed below, with minimum reaction times, notification times, and escalation times:

1. Notification Time: _____ notification to the state of service impacting faults such as:

a. Any hardware failure or circuit problem

b. Any hardware alerts or warnings, high utilization or memory usage on the core network devices managed, InterLATA circuits, and IntraLATA circuits

c. Any failure interfacing with the ISPs

2. Notification Time: _____ execution of diagnostic and fault resolution procedures upon fault detection.

3. Qualified technical support on-site, with appropriate replacement parts, upon detection of any service affecting hardware failure, 24x7x365, Notification Time: _____

4. Notification Time: _____ of Resolution notification of the actual restoration of services or problem resolution.

5. Notification Time: _____ for Root Cause Analysis of actual restoration of services.

6. Provide initial response and escalations as outlined in table below:

Definition: Severity 1 (Critical) Severity 2 (High) Severity 3 (Normal)

Initial Response (from occurrence)

Begin Diagnosis (from occurrence)

Initial Notification to TOWO

Network Operations

management (from occurrence)

Onsite Support with parts

(as required) measured from

start of diagnosis

1st Escalation to the TOWO

Network Operations Engineer

on-call (from occurrence)

2nd Escalation to TOWO

Network Operations Manage

r and Contract NOC Manager

after 1st escalation

3rd Escalation to Sr. Director

of Network Operations and the

Contractor Program Manager

after 2nd escalation

Resolution Notification

Faults are events categorized by severity:

Severity 1 – Critical: Any event impacting or about to impact service on more than one subscriber (such as service-impacting failures of >500msec), on a device that is defined as a backbone/core device, where no redundant route is configured and passing traffic or where the redundant route is impacted. If all of the above conditions are met and any of the following conditions are met: service cessation, no packet transfer, interface down, platform not responding to ICMPs, loss of signal, loss of functionality, DoS attacks, SYN attack.

Severity 2 – High: Any event impacting service or about to impact service on more than one subscriber (such as: service-impacting failures of >500msec), on a device that is defined as a backbone/core device, where a redundant route is available and passing traffic. Any event impacting or about to impact service on a single subscriber connection, or with potential to impact service of multiple subscribers if not addressed, such as: degradation or intermittent failures, latency spikes of >200msec for more than 60 seconds, repetitive intermittent downtime (component, interface, or circuit) for short periods of < 5 seconds. Problems may have a possible bypass or alternate route but the bypass must be acceptable to Network Operations management.

Severity 3 – Normal: Informational events and maintenance events, such as: incrementing error count on an interface without service impact, high (or low) traffic level on a circuit, operating system upgrades, routine maintenance actions.

1.13 CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS:

The Contractor shall be capable of furnishing all necessary personnel and services required to successfully complete all tasks and work requirements and produce high quality deliverables and support services described herein. The Contractor shall demonstrate in its proposal that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing the support needed to be successful as referenced in minimum qualifications contained below.

The Contractor shall provide TOWO with personnel that have the specific skills that meet the qualifications as specified below. The Contractor will be responsible for identifying, diagnosing, defining, performing and documenting remedial action taken to resolve network connectivity issues. The

Contractor will be responsible for troubleshooting and isolating the source of the problem and developing processes for resolution to share with Network Operations staff members.

The Contractor will continuously monitor trouble ticketing system for new and escalated tickets. Upon receipt of the ticket, the Contractor will initiate immediate action to clearly define the problem and effect immediate remediation, document the problem to effectively track it, or distribute it to the appropriate group of responsibility for action and satisfactory resolution.

The Contractor will install or modify network equipment/components and related systems as required. This includes physical and logical connections with switches, routers, firewalls and related network devices. No modifications or changes shall be made without an approved change request.

The Contractor will coordinate with various IT Units to: Further integrate network systems into our production network; Research and design solutions to technical and business problems; Use network troubleshooting tools to detect issues and coordinate remediation of any issues; Stay abreast of network concerns and regularly update network engineering and operations leadership.

The Contractor's personnel shall work under the direct supervision of TOWO's IT Coordinator or his designee, located at 66 Main Street, West Orange, New Jersey

1.14 CONTRACTOR EXPERTISE REQUIRED:

The Contractor must demonstrate and certify that it possesses at a minimum three (3) years' experience in providing network engineering and administrative support for large enterprise environments, including one (1) or more of the certifications listed below. Vendors bidding for the Uniformed Network contract must also have minimum (3) years' experience working in accordance with the CJIS security policy.

- **CONTRACTOR PERSONNEL QUALIFICATIONS AND CERTIFICATIONS**

The following qualifications are required by the person(s) proposed to perform under the resulting Agreement:

Minimum of three (3) years' experience implementing new LAN/WAN designs, architectures and integration

Minimum of three (3) years' experience troubleshooting and configuration of large enterprise LAN/WAN networks

Minimum of three (3) years' experience configuring and troubleshooting Wireless networks

Minimum of three (3) years' experience configuring L2 and L3 Access Control Lists (ACLs)

Any vendor working on the uniformed network will require ALL support personnel to be subject to Federal, State and Local background checks. Vendor will need to provide a list of personnel who will be accessing the network either remotely or on-site and will be responsible for having background checks completed and forwarded to the Agency.

SUBSTITUTION OF PERSONNEL

The Contractor may not substitute key personnel without the prior approval of TOWO Network Operations. To replace any personnel, the Contractor shall submit resumes of the proposed personnel specifying their intended approved labor category. All proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel and must be approved by the Manager. The Manager shall have the option to interview the proposed substitute personnel. After the interview, the Manager shall notify the Contractor of acceptance or denial of the requested substitution.

1.15 OTHER RELEVANT TECHNICAL CRITERIA:

- The vendor's close partnership with industry leaders in network hardware and software such as Cisco, Dell, Avaya, Verizon, Level-3, who sell and support communication products and carrier circuits.
- The vendor's ability to provide a service road-map for mapping out new products, provide feature enhancements to existing products, as well as offer version upgrades to their existing network monitoring tools when required or on an as-needed basis.
- The vendor's ability to employ a best-of-breed approach for providing technical experts in LAN and WAN technologies and their approach for keeping the proficiency and skills of their engineers honed and up to date.
- The vendor's business attributes that include corporate viability, client satisfaction, customer relationship management, personnel, service level agreements and the ability to review, manage and implement tactical and strategic solutions.
- The vendor's ability to provide 1 workday a week on-site support as it relates to configurations, implementations and replacement of network hardware or related systems.
- Positive feedback from client references with expressed acknowledgement of the vendor's ability to perform the full range of network operations support in mid-to-large enterprise and global environments

SECTION II - MANAGEMENT

PROPOSAL REQUIREMENTS:

2.1 Transmittal Letter:

A transmittal letter prepared on the Proposer's business stationery must accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief, but shall list all items contained within the Technical Proposal as defined below. The letter must be signed by an individual who is authorized to bind the firm to all statements, including services and financial, contained in the proposal.

2.2 Technical Proposal Criteria:

Clear, concise, yet detailed responses to the technical criteria below are to be provided in the technical proposal. The Bid/Proposal Affidavit and Acknowledgment of Receipt of Addenda (if applicable) are to be included in the Technical Proposal. Marketing material may be provided, but is to be included as an appendix rather than within the body of the proposal.

2.3 Signing of Forms:

The proposals, if submitted by an individual, shall be signed by the individual; if submitted by a partnership, shall be signed by such member or members of the partnership as have authority to bind the partnership; if submitted by a corporation, shall be signed by an officer, and attested by the corporate secretary or an assistant corporate secretary. If not signed by an officer, there must be attached a copy of that portion of the bylaws or a copy of a board resolution, duly certified by the corporate secretary, showing the authority of the person so signing on behalf of the corporation.

2.4 Technical Criteria:

The following information must be furnished in the Technical Proposal per this solicitation. Failure to include any of the items listed below may disqualify your firm's response. The Technical Proposal should be prepared in a clear and concise manner. It should address all appropriate points of this RFP except price information. The contents of this volume must address the following items, as indicated below, and additionally, must include the appropriate completed forms or responses as indicated in items 2.1 through 2.15 as listed below. Offerors must paginate the Technical Proposal and are requested to provide tabs to separate responses to each of the technical criteria. The purpose of this response is to display full comprehension of the services to be provided and how such services will be provided to the Township.

2.5 Executive Overview:

The proposal must begin with an Executive Overview. This summary is for introductory purposes and will not be considered as part of the evaluation process. It is the Proposer's responsibility to tailor its response to demonstrate its qualifications to perform the scope of work as indicated in items 2.2

through 2.15 below. Proposers are requested to compile their proposals in the same order as the scope of work.

2.6 Company Profile:

The Proposer is to provide a narrative regarding the Company Profile, to include the following elements:

- Primary business purpose
- A brief history of the firm including how long the firm has been in business
- Management team and staff anticipated to be deployed biographies, including academic history, degrees attained, certifications obtained, other relevant experiences, including length of tenure with current proposer
- Listing of all services offered by the proposer
- An organization chart of the company showing parent company and any affiliates as well as where the branch that will be servicing TOWO is found on the organization chart Address of the firm's headquarters, nearest offices, and branch offices
- Address of the branch office(s) that will be serving TOWO
- Size of the company as measured by facility and staff resources available
- Total number of permanent employees in the firm and also by branch that is serving TOWO
- Annual Sales Volume for the branch office which will service the Township on a per year basis for the last three (3) years [2019, 2020, and 2021]. Financial Attestation: Firms shall provide a statement or attestation of its financial condition to confirm that it has adequate financial resources to support its Technical Proposal response. Such statement and/or attestation may include: a) financial statements (unaudited) for the past three (3) years; b) audited financial statements for the past three (3) years; c) prospectus of publicly traded firms; d) letter signed by authorized company personnel attesting to its financial viability (preferably notarized statement); or e) any other documentation that firm feels adequately attests to its financial resource viability. It is acceptable that such documentation be provided solely in the original copy of the Technical Proposal.

NOTE: To ensure that the Contractor has sufficient financial resources to support the contract, prior to the award of the contract(s), TOWO may, at its sole discretion, request that the Contractor shall submit complete audited financial statements for the most recent fiscal years showing the true condition of the Proposer's assets, liabilities and net worth. If requested, the financial statements must include a balance sheet and income statement. If the Proposer is a partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof.

2.7 BUSINESS ATTRIBUTES:

Business attributes are one element of TOWO's requirements. They comprise characteristics, policies, processes, and procedures that need to be described in a qualified RFP response and as more fully described below, including:

- Financial Viability
- Managed Service Viability
- Network Operations Center
- Network Monitoring and Management
- Log Management
- Reporting
- Customer Support and Account Management
- Service Level Agreement
- Implementation
- Industry Specific Experience
- Customer Satisfaction

2.8 Financial Viability:

- Provide information about your company's financial stability. If your company is public, include an annual report and supporting financial statements. If your company is private, include supporting documentation to demonstrate a stable, profitable, sustainable business model.
- Provide detail on any venture funding you have received, including the sources of the venture funding.

2.9 Managed Service Viability:

- What is your company's core business strategy?
- What are your primary lines of business in terms of revenue?
- Where do managed network services (MNS) fit into your business strategy?
- Provide details that describe how your MNS business or business unit is profitable. If not profitable, please provide your expectations for reaching profitability.

- Of the revenues provided above, what percentage does it comprise of your total corporate revenues?
- Describe how any of the top research firms (i.e. Gartner, Yankee, IDC, Forrester, Frost & Sullivan) have ranked your company in the MNS market?
- Describe any awards your company has won for MNS.
- Provide the number of managed network services customers at the end of last year, current, and projected at the end of this year.
- Provide details on how long you have offered each of your Managed Network Services.
- Describe your most recent fiscal year's Managed Network Services growth rate over the prior fiscal year.

2.10 Network Monitoring/Management:

Describe your managed/monitored Network Service

- How long has your organization been performing Network management/monitoring?
- What network hardware and related systems do you support? How do you select which network hardware and system to support? Are you a vendor neutral or the developer/manufacturer of the product you propose?
- Do you have special relationships with the product and platform vendors of the products you will deploy?
- Do you currently have a router and switch configuration checkup procedure? And, how often would you do this?
- What are your supported platforms?
- Do you offer co-management, where we retain administrative rights and technology ownership for our network devices?

2.11 Log Management:

Describe your approach for collecting, indexing and retaining raw log data.

- How long have you been offering log monitoring and management services?
- What tools do you use to monitor and manage log data?
- What log sources are supported?

- What is the process for supporting new log sources, e.g., custom applications?
- How is log data protected from tampering or misuse?
- How scalable is your solution?
- How much log data can be retained?
- What level of compression is available?
- What resources are available to support the integration of log sources into the system?
- How is your log management solution sized?

2.12 Reporting:

- Describe your standard reporting process? How frequent will we receive standard reports? Do you have web-based reporting capability? Provide samples reports and screen shots of web-based interface.
- Do you have asset-based reporting allowing creation and group assets, assign criticality and view event, scanning and all other information using asset views?
- Do you support ad-hoc reporting requests? Describe the process for requesting ad-hoc reports? Provide the timeframe for turnaround of ad-hoc reporting.
- Do you support the ability to create PDF reports? Can they be sent securely via email? Can they be digitally signed and tracked?
- How is your reporting interface structured? Do you use multiple interfaces for different services? Is the information integrated across service lines? What cross-service line metrics and reports do you offer?
- Can you create custom reports? How is this accomplished?
- Describe help desk or ticketing functionality. What workflow management features are available?
- How long is data available in the portal for reporting?

2.13 Customer Support and Account Management:

- Describe your company's process for customer-initiated tickets, as it relates to incidents and support issues.

- Detail your approach to customer support. What technical support resources do customers have access to?
- How is your customer support structured? What is the escalation process for reported problems or issues?
- What are the hours for customer support? Does support change hands at any point? What locations is this support provided from? How do you maintain quality of support 24x7?
- What kind of value-added support options are available? Can you provide a dedicated technical account manager? At what cost?
- Describe your approach to account management. Who will manage the account from a business and executive level? What access will we have to company leadership?
- Describe how you measure and report client satisfaction, including frequency.
- Describe your processes and mechanisms for handling client inquiries and reported problems.
- Describe your customer service responsiveness, hours of staff availability, and available communication mechanisms (e.g., written, verbal, electronic, face-to-face).
- Describe how customer satisfaction deficiencies are addressed and resolved.
- What ongoing programs are in place to manage client satisfaction?

2.14 Service Level Agreement:

- Describe your service level agreements for the proposed services. Provide detailed SLAs.
- Explain your company's methods for monitoring and measuring SLAs. What options are available to us upon failure to meet your stated SLAs?

2.15 Implementation:

- Describe your approach to implementing services.
- What customer resources are required to support implementation?
- What is the typical implementation timeframe?
- How do you ensure minimal impact or disruption to the customer?
- What steps do you take to ensure full and complete implementation?
- Detail the handoff process once services are turned up.
- What training is offered to customer staff to introduce them to the services?

- How do you handle implementing services across widespread, geographically dispersed facilities?
- What options are available for implementation? Remote installations? On-site field engineers?

2.16 Industry Specific Experience:

- How many government or higher education clients do you provide monitoring or security device management services for?
- What reports are available comparing customers to peers and others in their industry?

2.17 Customer Satisfaction:

- Describe your process and mechanisms for handling client inquiries and reported problems.
- Describe how you measure and report client satisfaction, including frequency.
- Describe how satisfaction deficiencies are addressed and resolved (in your service level agreement or elsewhere).
- Provide your latest client satisfaction results.

2.18 Firm References:

Provide three (3) client contacts that are accounts of similar size. The client references must be current customers and have at least one year of experience with your MNS service. Please include name, title, role on the contract, phone number (including area code and extension numbers) and e-mail address. Proposers are to provide this information as part of the Technical Proposal; however, TOWO will check references only of the clients of the shortlisted Proposing Firms. TOWO reserves the right to verify all information given if it so chooses, as well as, to check any other sources available including itself even if not provided as a reference by the Proposer.

It is imperative that the contact names and phone numbers given for the contracts/clients listed are accurate. References will be held in the strictest of confidence by the Township. The contact person should be capable of speaking to a firm's capability in performing the services required. References will be held in the strictest of confidence.

2.19 Special/Unique Qualifications:

Provide a narrative to elaborate on the special/unique qualifications and/or experiences of the Proposer and/or any member of its team, which make it uniquely capable to provide Network Managed services to TOWO. Special firm and/or individual expertise is to be included.

2.20 Insurance:

1. Provide a copy of a Certificate of Insurance verifying your firm's coverage for Professional Liability for one million dollars.
2. Worker's Compensation pursuant to New Jersey Statues.
3. General Liability in the amount of Two million with Township of West Orange named as additional insured.

SECTION III – COST PROPOSAL

3.1 INTERVIEW/DISCUSSION SESSION:

Interview/Discussion Sessions (“Discussion Session”): The Township may entertain scheduling a discussion with all qualified submitters (qualified submitters are those who submitted a letter of interest, submitted a proposal in a timely manner and are deemed responsive by the Township’s Qualified Purchasing Agent. If desired, the date and time of the Discussion Sessions. These sessions are anticipated to be held in person possibly via webinar. If scheduled, the actual time on these date(s) will be verified with the applicable proposers at the time it is requested. The purposes of the Interview/Discussion Session are as follows:

(a) to provide an opportunity to present an overview of Network Managed Services to meet the needs of the TOWO

(b) to provide an opportunity to clarify the scope of services for this contract and discuss any items addressed in the Technical Proposal that may require additional clarification.

If scheduled, the Interview/Discussion Session forum will be informal as the Township is not interested in a marketing presentation; rather, TOWO is requesting an interactive discussion with the proposing firms. Ample time is to be available for the Township and the Proposing Firm to ask questions and discuss issues/concerns related to the product, the scope of the services, and the firm’s capabilities/qualifications. We anticipate that each session will be approximately 60 to 90 minutes in length. Minutes of the Interview/Discussion Session will be made and any questions which answers determined to be shared with other proposers will be noted.

Any significant information that is revealed that changes the scope of the Request for Proposal will result in an addendum specifying the change(s) and any impact on the response date.

3.2 PRICE PROPOSAL REQUIREMENTS

A Price Proposal must be submitted in a sealed envelope with the proposal. The envelope shall have the Proposer's name, the contract name and the RFP number prominently displayed, together with the words "PRICE PROPOSAL." It is the intent of the Township that the Price Proposal will consist of the following:

- Describe how pricing was calculated.
- Quote rates for recurring monthly services provided for a 12-month period.
- Quote pricing for any one-time installation or start-up costs.
- Provide a listing of new hardware and/or software that may be required to implement the proposed solution, if any. The Township reserves the right to procure software/hardware for installation/maintenance by the awarded vendor from the lowest possible sources whether it be

the awarded vendor, competitive bids, state contract, regional co-operative or other lower cost vendors.

- Quote pricing or pricing policies for project-based work.
- It is the Township's desire to enter into a multiple year contract. Furnish information on any pricing incentives for longer term contracts.
- Ensure any governmental discounts are included in all prices quoted.
- Pricing should be broken down by category as per the price quote attached to this proposal.

This quoted pricing must be good through December 31, 2022 and for any additional periods proposed. It is the intent of the Township that any predictable recurring services consist of monthly recurring amount for services, with explanation of calculation, any one-time installation or start-up costs, pricing or pricing policies for project-based work and any hardware and software required to implement the proposed Solution.

Since the Township reserves the right to award a single vendor or select a number of vendors that meet the Township's needs, price proposals should include separate pricing for Police/Fire network maintenance/monitoring proposals, Police/Fire help desk proposals, non-uniformed network maintenance/monitoring proposals, non-uniformed help desk proposals, specific project based proposals and general services should the Township decide it is in its interest to name multiple vendors.

Since the Township may or may not select a single vendor for all services, other pricing alternatives are anticipated to be submitted. Specifically, all Police/Fire services, all non-uniform services, specific project based proposals and general services are being requested. Lastly, since the Township may award a single contract for all services, the Township is requesting pricing for ALL services. Multi-year pricing for all of these alternative is also requested. The Township may consider alternative pricing structure if submitted as well.

3.3 EVALUATION AND SELECTION PROCESS:

Evaluation and Selection Committee. All Contractors' proposals received by the closing deadline will be reviewed. The Procurement Officer shall establish an Evaluation and Selection Committee to review and evaluate the proposals. The Committee may request additional technical assistance from any source.

The Procurement Officer shall first review each proposal for compliance with the requirements of this RFP. Failure to comply with any requirement will disqualify a Contractor's proposal. The Contractor must assume responsibility for addressing all necessary technical and operational issues in meeting the objectives of the RFP. Each section of the proposal will be evaluated according to the criteria listed

below. Proposals cannot be modified, supplemented, cured, or changed in any way after the due date and time for technical proposals, unless specifically requested by the Township.

The intent of this RFP is to provide Network Managed Services Firms an opportunity to present their qualifications, experience, and conceptual approach to providing the scope of services in relation to the needs of TOWO. The manner in which the proposing team presents their qualifications will be regarded as an indication of how well the Proposer's philosophy, approach, organizational culture, working style and communications style fit with the Township's. Submittals that concisely present the information requested in the order and the manner requested will be considered more favorably than a submittal from a Proposer of commensurate qualifications that displays a lack of organization, conciseness or attention to detail.

3.4 Technical Evaluation:

After compliance with the mandatory requirements in this RFP has been determined, the Committee shall conduct its evaluation of the technical merit of the proposals in accordance with the Evaluation Criteria. Proposals are evaluated to determine which proposal is most advantageous to the Township. The process involves applying the evaluation criteria contained in the RFP, comparing the proposals to each other, and then, at the conclusion of the technical evaluation, ranking the final shortlist of proposals from most to least advantageous. If used in the evaluation process, numerical point scores will be useful guides, but will not be the sole factor in determining the award. The decision for the award will not be made solely by the raw scores themselves, but rather by the strengths, weaknesses, advantages, and deficiencies that the scores represent.

The criteria that will be used by the Committee for the technical evaluation of the proposals for this specific procurement are listed below. Each committee member will evaluate the proposals on each major criterion. Factors are listed in order of importance.

Minor irregularities in proposals, which are immaterial or inconsequential in nature, may be waived wherever it is determined to be in the Township's best interest.

Technical Evaluation. An evaluation and ranking of the Technical and Price Proposals will be conducted by the Township's Evaluation and Selection Committee.

Final Ranking and Selection. Following evaluation of the technical proposals and the price proposals, the Evaluation and Selection Committee will prepare and send a ranking of the proposals submitted to the Township Council in writing, recommending an award of the contract(s) to the responsive Offeror(s) whose proposals are determined to be the most advantageous to the Township based on the results of the final technical and financial evaluation in accordance with the State of New Jersey Public Contracting Law. That recommendation will be made based upon all financial and non-financial factors identified in this Request for Proposal and may or may not be awarded to the proposer with the lowest cost proposals.

3.5 The Township reserves the right to:

- Reject all proposals or issue modified Requests for Proposals at any time before an award
- Meet with proposing vendors to review proposals and obtain clarification of proposal details
- Award a single vendor or select a number of vendors that meet the Township's needs
- Procure software/hardware for installation/maintenance by the awarded vendor from the lowest possible sources whether it be the awarded vendor, competitive bids, state contract, regional co-operative or other lower cost vendors.

All information included in this proposal is considered to be accurate but subject to clarification and/or correction.

SECTION IV – PROPOSAL

PROPOSAL INSTRUCTIONS:

Any vendor wishing to submit a proposal must provide a letter of intent by :

Thursday, May 19, 2022 @ 11:00 A.M.

Please email intent letter to:

John O. Gross
Chief Financial Officer
jgross@westorange.org

with a copy to:

Panayiota Reynolds
Purchasing Agent
preynolds@westorange.org

Any vendor who does NOT submit a letter of intent stating its intention to submit a proposal on or before Thursday, May 19, 2022 @ 11:00 A.M. will NOT be considered qualified for an award pursuant to this Request for Proposal.

All qualified vendors may attend pre-proposal meeting if it is determined by the Township if one is needed. All will be notified.

No verbal questions will be entertained. Written answers to any and all questions received from any vendor(s) will be provided to all vendors who have submitted a Letter of Intent by Thursday, May 19, 2022 @ 11:00 A.M. via email. At the discretion of the Township, an in person or video meeting of all of the qualified vendors may be scheduled in order to address any complex issues that arise.

All qualified vendors wishing to propose these services must submit their proposal and complete the following Network Managed Services Questionnaire in its entirety, and return both in a sealed envelope to the attention of:

Panayiota Reynolds, Purchasing Agent
Township of West Orange
66 Main Street
West Orange, New Jersey 07052

No later than Wednesday, June 8, 2022 @ 10:00 A.M. Faxed and/or emailed proposals will not be accepted.

Vendor Qualifications to Support Technologies Currently in Use: please respond yes or no to each of the following:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is Microsoft Certified Partner, Silver or Gold. Yes / No
- Please indicate whether Vendor is a Microsoft Certified Systems Engineer MCITP-Enterprise Admin on staff full time. Yes / No
- Please indicate whether Vendor is Dell SonicWALL Partner with a CSSA on staff Yes / No
- Please indicate whether Vendor is Dell EqualLogic Certified Partner Yes / No
- Please indicate whether Vendor is VMware Enterprise Partner V5.x with a VCP on staff Yes / No
- Please indicate whether Vendor is Datto Certified partner Yes/ No
- Please indicate whether Vendor is a minimum of 6, W2 employees to ensure support coverage Yes / No
- Vendor will supply a minimum of 3 government references where they are currently performing similar services. Yes / No
- Vendor's headquarters and support staff are located in New Jersey. Yes / No
- All work will be performed by vendor's full time employees - not sub-contractors Yes / No
- Vendor has been in business for at least 10 years Yes / No
- Vendor has never declared Bankruptcy Yes / No
- Vendor has a system in place to provide the City with periodic detailed audit reports of all time billed with dates, time spent and issues addressed. The City may request these audit reports at any time. Yes / No

Uniformed Network

- Has Vendor Installed/Upgraded/Maintained any systems in the last 3 years in accordance with the CJIS security policy? Yes / No

- Has vendor ever conducted IT Security Audit with the FBI's CJIS Unit? Yes / No
- Is vendor willing to provide signed/executed Security Addendum Certificate? Yes / No
- Is vendor willing to have all personnel subject to background checks? Yes / No
- Please indicate whether Vendor is Symantec Certified Partner Silver or Gold Yes / No
- Please indicate whether Vendor is VERITAS Certified Partner Yes / No
- Please indicate whether Vendor is certified Veeam partner Yes / No

Vendor will be required to have the following technical qualifications:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is certified or has 3 years' experience supporting the following and have current references using these products:
- Microsoft Windows 2003/2008 R2/2012 R2 Yes / No
- Configuring of Domain Controllers Yes / No
- Streamline Active Directory with proper rights and permissions. Yes / No
- Microsoft Exchange 2010/2013 Yes / No
- Microsoft Outlook Web Access Yes / No
- Microsoft Terminal Services Yes / No
- Dell Servers Yes / No
- Dell Tape Libraries Yes / No
- Dell EqualLogics SAN devices Yes / No
- Dell SonicWALL Firewall Configurations Yes / No
- Dell SonicWALL ViewPoint/Analyzer software Yes / No
- Dell SonicWALL Site to Site VPN tunnels and VPN client access Yes / No
- Dell SonicPoint Wireless Solutions Yes / No
- Dell web managed switches Yes / No

- VMware vSphere 5.x Virtualization software Yes / No

Uniformed Network

- Veeam Replication/Backup software Yes / No
- Configuring Symantec End Point Security Software Yes/No
- Configuring Symantec Backup Exec and agents for Disaster Recovery, Open Files and Exchange, Symantec Backup Exec System Recovery Yes / No

Vendor will be required to provide credentials and certifications for above upon request. Yes / No

Vendor will be required to perform the following duties:

- Provide a mid-level technician on location 8 hours/week to support local desktops and services
Yes / No
- Have remote desktop and monitoring software on all desktops and servers and monitor 24/7
Yes / No
- Provide the name of the monitoring software and services it monitors Yes/No
- Perform monthly server maintenance Yes / No

PROPOSAL 2

Price Proposal Form – All Non-Uniformed Services Proposal – Network and Desktop Support

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
			Discounts for Additional years		
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software					
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal					
	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts:

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature

_____ Title _____ Address By (please print)

_____ City, State, Zip

_____() - _____ Telephone Number _____ / ____ / _____ Date

Price Proposal Form - All Police/Fire services, All Non-Uniformed Services, specific project based proposals and general services

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
			Discounts for Additional years		
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software					
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal					

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts: _____

_____ Firm Signature
 _____ Title _____ Address By (please print)
 _____ City, State, Zip
 () - Telephone Number / / Date

PROPOSAL 4

Price Proposal Form – General Project Based Proposals

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
			Discounts for Additional years		
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts:

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature
 _____ Title _____ Address By (please print)
 _____ City, State, Zip
 () - _____ Telephone Number _____ / / _____ Date

Price Proposal Form – To be determined by Vendor

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
			Discounts for Additional years		
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts:

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

Firm Signature

Title _____ Address By (please print)

City, State, Zip

() - Telephone Number / / Date

SECTION V-GENERAL INSTRUCTIONS AND MANDATORY FORMS

GENERAL INSTRUCTIONS TO BIDDERS

1. The Township of West Orange reserves the right to reject any or all bids, or to waive any informalities in the bids, and unless otherwise specified by the bidder, to accept any item in the bid, should it be deemed in the best interest of the Township of West Orange to do so.
2. In case of default by the bidder or contractor, the Township of West Orange may procure the articles or services from other sources and hold the bidder or contractor responsible for any excess cost occasioned thereby.
3. The bidder, if awarded a contract, agrees to protect, defend and save harmless the Township of West Orange against any damage for payment for the use of any patented material process, article or devise that may enter into manufacture, construction, or form a part of the work covered by either order or contract, and the bidder further agrees to indemnify and save harmless the Township of West Orange from suits or actions of every nature and description brought against it, for, or on account of any injuries or damages received or sustained by any party or parties by, or from any of the acts of the contractor, his servants or agents.
4. The contractor shall maintain sufficient insurance to protect against all claims under Workers Compensation, General Liability and Automobile and shall be subject to approval for adequacy of protection and certificates of such insurance shall be provided to the Township of West Orange when required.
5. It is to be understood by the bidder that this bid is submitted on the basis of specifications prepared by the Township of West Orange and the fact that any bidder is not familiar with these specifications or conditions will not be accepted as an excuse.
6. Each bid must be signed in ink by the person authorized to do so.
7. Bidders must use the proposal form furnished by the Township of West Orange when submitting their bid, if applicable.
8. Non-Collusion Affidavit must be completed and included with bid.
9. Insert prices for furnishing all of the material and/or labor described or required. Prices shall be net, including any charges for packing, crating, containers, etc. and all transportation charges fully prepaid by the contractor. F.O.B. destination and placement at locations specified by the Township of West Orange. No additional charges will be allowed for any transportation costs resulting from partial shipments made at the vendor's convenience when a single shipment is ordered.

10. Payments will be made upon the approval of vouchers with the requirements of the Township of West Orange and subject to the Township of West Oranges customary procedures.
11. Contract will be awarded on a (Line Item) or (Lump Sum) basis, if applicable.
12. Award will be made by Township of West Orange within sixty (60) days after receipt of bids.
14. Prevailing Wage & Labor Laws. The New Jersey prevailing Wage Act (P.D. 1963, Chapter 150) and provisions of the State Labor Laws shall be compiled with by the successful bidder in construction contracts.
15. The Township of West Orange is exempt from any State sales tax or Federal excise tax.
16. The contract, if applicable, shall be in effect for one (1) year from date of award unless otherwise stated. Continuation of the terms of this contract beyond December 31 is contingent on availability of funds in the following year's Budget and in the event of unavailability of such funds; the Township of West Orange reserves the right to cancel this contract.
17. Bids may be hand delivered or mailed per legal notice to bidders. In case of mailed bids, the Township of West Orange assumes no responsibility for bids after the designated date and time and will return late bids to the bidder unopened.
18. Mandatory: Bidder shall provide copy of their Business Registration Certificate. In addition, Contractors providing services for regarding construction or repair of a public building must provide copy of Public Works Contractor Registration Certificate.
19. No interpretation of the meaning of the specifications will be made to any bidder orally. Every request for such interpretations should be in writing to the Purchasing Agent and to be given consideration must be received at least five (5) days prior to the date fixed of the opening bids. Any and all such interpretations and any supplemental instruction will be mailed to all prospective bidders (at the respective addresses furnished for such purpose) not later than three (3) days prior to the date fixed for the opening of bids. Failure of any bidder to receive any such addenda or interpretations shall not relieve any bidder from any obligation under his bid submitted. All addenda so issued shall become part of the contract document.
20. Mandatory: Bidder shall submit Disclosure of Ownership Form stating the names and addresses of all stockholders in the corporation or partners in the partnership, who own a 10% or more of its stock, or any class, or of all individual partners in the partnership who own a 10% or greater interest therein, as the case may be.
21. In case of default by the bidder or contractor, the Township of West Orange may procure the articles or services from other sources and hold the bidder or contractor responsible for any excess cost occasioned thereby.

22. Pay to Play Requirements Contractors are advised of the responsibility to file an annual disclosure statement on political contributions with the New Jersey Election Enforcement Commission, pursuant to N.J.S.A. 19:44-20.13(P.L. 2005, c, 271, s.3), if the contractor receives contracts in excess of \$50,000 in the aggregate from public entities during the calendar year. It is the contractor's responsibility to determine if filing is necessary. Additional information on this requirement is available from ELEC at 888-313-3532 or at www.elec.state.nj.us

Business Registration Certification and Public Works Contractor Registration Certification

Effective September 1, 2004, the State has expanded its Contractor Registration Program to local Government contracts, P.L. 2004, c57. All business organizations that do business with a local government agency are required to be registered with the State. The business must provide proof of that registration to the local government agency before that local government agency can enter into a contract with the business. A copy of the Business Registration Certificate must also be on file before any purchase order/voucher or other contracting document can be issued.

Contractors are responsible for notifying subcontractors.

Further information and registration can be obtained online from the NJ Treasury, Division of Revenue or by calling (609) 292-1730.

P.L. 1999 Chapter 238. The Public Works Contractor Registration Act specifies that no contractor or subcontractor shall bid on or engage in any contract (or part thereof) for public work which is subject to the provisions of the "New Jersey Prevailing Wage Act", P.L. 1963 C. 150 (c. 34:11-56.25 et seq.) for the construction, reconstruction, demolition, alteration, repair, or maintenance of a public building regularly open to and used by the general public or public institution, and includes any subcontractor or lower tier subcontractor of a contractor unless they are registered with the Commissioner of Labor.

AFFIDAVIT OF NON-COLLUSION

The undersigned bidder of full age, being duly sworn according to law depose and hereby specifically certifies that:

- A. To the best of the bidder's knowledge and belief, the annexed bid proposal for this project has not been prepared in collusion with any other bidder of like item or services and the prices, discounts, terms and conditions thereof have not been directly or indirectly communicated by or on behalf of the bidder to any person other than the recipient of the bid and will not be communicated to any person prior to the official opening of the bid.
- B. The bidder fully understands that no premiums, rebates, or gratuities are permitted either with, prior to, or after signing of contract. Any violation will result in cancellation and removal from the bid list.
- C. The bidder further certifies that the undersigned has the necessary authority, to sign this stipulation stating that the bidder has not entered into any agreement, or otherwise taken any action in restraint of free competitive bidding in connection with this bid.

All references to the bidder are understood to include the undersigned and all principals, partners and officers of the bidder.

(Name of Business Entity)

Subscribed and sworn to before me

this day of _____, 20_____.

(Signature)

(Print Name of affiant)

Notary Public of

My Commission expires _____

(Seal)

STOCKHOLDER DISCLOSURE CERTIFICATION

Please Check One:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned _____.

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned _____.

PLEASE CHECK TYPE OF BUSINESS ORGANIZATION:

Partnership _____ Limited Partnership _____ Limited Liability Corp _____

Corporation _____ Sole Proprietorship _____ Limited Liability Partnership _____

Subchapter S Corp _____

PLEASE CHECK APPROPRIATE BOXES AND SIGN BELOW:

Stockholders:

Name: _____

Home Address: _____

Name: _____

Home Address: _____

Name_____

Home Address: _____

Owner or Representative Signature

Print Name & Title

Notary public

Sworn before me this day of 20_____.

(Signature)

(Seal)

TOWNSHIP OF WEST ORANGE

DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Proposer: _____

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that the person or entity, or one of the person or entity's parents, subsidiaries, or affiliates, is not identified on a list created and maintained by the New Jersey Department of the Treasury as a person or entity engaging in investment activities in Iran. If the Director finds a person or entity to be in violation of the principles which are the subject of this law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring, declaring the party in default and seeking debarment or suspension of the person or entity.

I certify, pursuant to Public Law 2012, c. 25, that the person or entity listed above for which I am authorized to submit a proposal: Must check appropriate boxes

☐ Is not providing goods or services of \$20,000,000 or more in the energy sector of Iran, including a person or entity that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran, and

☐ Is not a financial institution that extends \$20,000,000 or more in credit to another person or entity, for 45 days, or more, if that person or entity will use the credit to provide goods or services in the energy sector in Iran.

In the event that a person or entity is unable to make the above certification because it or one of its parents, subsidiaries, or affiliates has engaged in the above referenced activities, a detailed, accurate and precise description of the activities must be provided in part 2 below to the New Jersey Turnpike Authority under penalty of perjury. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

Part 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the proposer, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

Name: _____ Relationship to Proposer: _____

Description of Activities:

Duration of Engagement: _____ Anticipated Cessation Date: _____

Proposer Contact Name: _____ Contact Phone Number: _____

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above referenced person or entity. I acknowledge that the Township of West Orange, State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the Township to notify the Township in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the Township of West Orange, State of New Jersey and that the Township at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): _____ Signature: _____

Title: _____ Date: _____

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE 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, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity 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, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter 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 meet targeted county employment goals established in accordance with 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, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality 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 targeted 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, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality 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 Approval

Certificate of Employee Information Report

Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at www.state.nj.us/treasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office 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 Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

REQUIRED EVIDENCE

AFFIRMATIVE ACTION REGULATIONS N.J. S.A. 10:5-31, et seq. (N.J.A. C. 17:27)

If awarded a contract, the Bidder will be required to comply with the requirements of N.J.S.A. 10:5--31, et seq., and N.J.A.C. 17:27 et seq. The vendor shall submit to the Township one of the following three documents as forms of evidence:

1. Appropriate evidence that the Contractor is operating under an existing federally approved or sanctioned affirmative action program; or
2. A Certificate of Employee Information Report Approval issued in accordance with N.J.A.C. 17:27-4; or
3. An initial Employee Information Report (AA302) consisting of forms provided by the Affirmative Action Office and completed by Contractor in accordance with N.J.A.C. 17:27-1.1 et seq.

Bidders may obtain the Employee Information Report (AA302) from the New Jersey Department of the Treasury, Division of Contract Compliance & Equal Employment Opportunity and Equal Employment Opportunity in Public Contracts (Division).

NO BIDDER MAY BE ISSUED A FORMS CONTRACT UNLESS THEY COMPLY WITH THE AFFIRMATIVE ACTION REGULATIONS OF N.J.S.A. 10:5-31, et seq.

The following questions must be answered by all Bidders:

1. Do you have a federally-approved or sanctioned Affirmative Action Program?
Yes (If yes, submit a copy of such approval.) No ____
2. Do you have a State Certificate of Employee Information Report approval?
Yes (If yes, submit a copy of such approval.) No ____

The undersigned Bidder certifies that he is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31, et seq., and N.J.A.C. 17:27 et seq. and agrees to furnish the required documentation pursuant to the law.

COMPANY: NAME: _____

SIGNATURE: _____ TITLE: _____

****A contractors bid must be rejected as non-responsive if the successful vendor fails to submit either 1,2 or 3 within the time specified. ****

AMERICANS WITH DISABILITIES ACT OF 1990

Equal Opportunity for Individuals with Disability

The contractor and the Township of West Orange, (hereafter "TOWNSHIP") do hereby agree that the provisions of Title 11 of the Americans With Disabilities Act of 1990 (the "Act") (42 U.S.C. §12101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs, activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the TOWNSHIP pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the TOWNSHIP in any action or administrative proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the TOWNSHIP, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages, of whatever kind of nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the TOWNSHIP's grievance procedure, the contractor agrees to abide by any decision of the TOWNSHIP which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the TOWNSHIP, or if the TOWNSHIP incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The TOWNSHIP shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the TOWNSHIP or any of its agents, servants, and employees, the TOWNSHIP shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading, or other process received by the TOWNSHIP or its representatives.

It is expressly agreed and understood that any approval by the TOWNSHIP of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the TOWNSHIP pursuant to this paragraph.

It is further agreed and understood that the TOWNSHIP assumes no obligation to indemnify or save harmless the contractor, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the TOWNSHIP from taking any other actions available to it under any other provisions of the Agreement or otherwise at law.

TOWNSHIP OF WEST ORANGE

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned Bidder hereby acknowledges receipt of the following addenda:

Please assign the number, date and initial.

Addendum Number (Initial)	Dated	Acknowledge Receipt
------------------------------	-------	---------------------

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

☐

No addenda was received.

Acknowledged for: _____
(Company Name)

By: _____
(Signature of Authorized Representative)

Name: _____
(Print)

Title: _____

Date: _____

Political Contribution Disclosure Statement Pursuant to Chapter 2, Section 68 of the Revised General Ordinances of the Township of West Orange

Pursuant to Section 2-68.1 of the Revised General Ordinances of the Township of West Orange, please set forth below all political contributions in cash or in kind of two hundred (\$200.00) dollars or more made within five (5) years of the date of acceptance of a proposal for a negotiated contract with the Township of West Orange, or within five (5) years of the notice of award for a bid contract with the Township of West Orange, either directly or indirectly, by the individuals or any of the principals of the business entity completing this form or by the business entity itself, to any elected official of the Township of West Orange currently in office or any political organization affiliated with an elected official of the Township currently in office.¹

<u>Name of Individual/Entity Making Contribution</u>	<u>Amount of Contribution</u>	<u>Recipient of Contribution</u>	<u>Date of Contribution</u>

If you have <u>NOT</u> made any contributions within the scope of Section 2-68.1, as set forth above, please X the line to the right.	NONE

I hereby certify under penalty of perjury that the information provided herein is true and accurate to the best of my knowledge, information and belief.

The current elected officials of the Township include the following: Mayor Robert D. Parisi; Councilwoman Cindy Matute-Brown, Councilman Bill Rutherford; Councilwoman Susan McCartney, Councilwoman Michelle Casalino; and Councilwoman Tammy Williams.

Company Name

Authorized Signature

Printed Name

Date

SECTION VI – BIDDERS CHECK LIST

Mandatory Items-

Please submit one (1) original and one (1) copy which can be on a usb or flash drive

Business Registration Certification _____

Stockholders Disclosure Statement _____

Affirmative Action Compliance Notice _____

Iranian Disclosure Form _____

Non Collusion Affidavit _____

Proposal Form (s) _____

Addenda Acknowledgement _____

Political Disclosure Certification _____

Exhibit “B”

PROPOSAL 1.

Price Proposal Form – **All Police/Fire Services Proposal** – Network and Desktop Support

Proposer Name: **Pascack Data Services, Inc.**

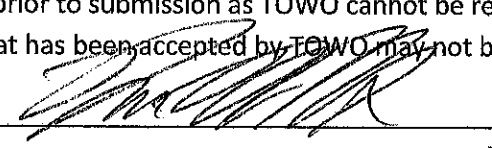
Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	<u>\$7,450</u>	<u>\$7,450</u>	<u>\$7,450</u>	<u>\$7,450</u>	<u>\$7,450</u>
As per inventory provided – up to 100 emergency services workstations and 8 servers (virtual or Physical) Includes one day per week on site and remote support.					
One Time or Startup Costs	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
New hardware or software					
Required: (list individual Items)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Hourly Rates for Project Based Proposal					
	<u>150</u>	<u>150</u>	<u>150</u>	<u>150</u>	<u>150</u>

Description of pricing calculations: Pricing for project based work - please describe Information on any pricing incentives for longer term contracts:

Pricing for project based work is based on the skillset required for the work and would be quoted accordingly. Based on the skillset required the hourly rates range from \$100 to \$175 per hour.

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

 Firm Signature

President Title _____ Address By (please print)
200 Central Ave., Suite 100, Hawthorne, NJ 07506 City, State, Zip
(973)304-4858 Telephone Number 5/31 2022 Date

[Type here]

PROPOSAL 2

Price Proposal Form – All Non-Uniformed Services Proposal – Network and Desktop Support

Proposer Name: Pascache Data Services, Inc.

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software	_____	_____	_____	_____	_____
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

[Signature] Firm Signature
President Title
200 Central Ave suite 100 Hawthorne NJ 07506 Address By (please print)
(973) 304-4858 Telephone Number 5/31/2022 Date

Not Applicable

PROPOSAL 4

Price Proposal Form – General Project Based Proposals

Proposer Name: **Pascack Data Services, Inc.**

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Startup Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal					
	<u>\$150</u>	<u>\$150</u>	<u>\$150</u>	<u>\$150</u>	<u>\$150</u>

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts:

Pricing for project based work is based on the skillset required for the work and would and be quoted accordingly. Based on the skillset required the hourly rates range from \$100 to \$175 per hour._____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

Firm Signature

President Title _____ Address By (please print)
200 Central Ave., Suite 100, Hawthorne, Nj 07506 City, State, Zip
(973)304-4858 Telephone Number 5/31 2022 Date

[Type here]

PROPOSAL 1-A (ALTERNATE)

Price Proposal Form – To be determined by Vendor

see Below

Proposer Name: **Pascack Data Services, Inc.**

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Startup Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts:

Alternate Option 1: \$1,350 per month

Server only monitoring (up to 8 physical or virtual servers) with response utilizing a block of 60 pre-purchased hours (Invoiced quarterly). We only recommend updates to Windows servers that are critical updates, service packs, or cumulative update packages. Patches need to be approved by all the software vendors prior to implementation as there may be compatibility issues. These will be installed during a pre-determined downtime window, utilizing the block of 60 pre-purchased hours. (Invoiced quarterly)

[Type here]

This would be performed with the assistance of a dedicated Township IT Engineer for the Police department.

Additional hours can be purchased as needed at the rate of \$150 per hour, with a minimum additional block of 20 hours.

Alternate Option 2: \$1,950 per month

Workstation monitoring and patch management for up to 100 Windows Public Safety workstations. Any issues regarding patch management will be addressed utilizing a block of 60 pre-purchased hours (Invoiced quarterly).

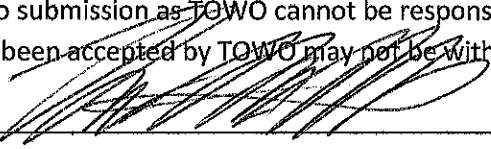
Server only monitoring (up to 8 physical or virtual servers) will also be included. We only recommend updates to Windows servers that are critical updates, service packs, or cumulative update packages. Patches need to be approved by all the software vendors prior to implementation as there may be compatibility issues. These will be installed during a pre-determined downtime window, utilizing the block of 60 pre-purchased hours.

All of these services would be performed with the assistance of a dedicated Township IT Engineer for the Police department.

Additional hours can be purchased as needed at the rate of \$150 per hour, with a minimum additional block of 20 hours.

It is highly recommended that the Police Department implement the Security Solutions included in the attached Security Review document. The proposal is based on recommendations by The NJ State Police Cyber Security division, the FBI, the NJ Joint Insurance Fund and Pascack Data's experience in the industry.

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

 Firm Signature

President _____ Title _____ Address By (please print)
200 Central Ave., Suite 100, Hawthorne, NJ 07506 _____ City, State, Zip
(973)304-4858 _____ Telephone Number _____ 5/31 2022 _____ Date

[Type here]

SonicWALL Advanced Configuration
Multi-Factor Remote Access

Tier 3 Compliance - Use pre-purchased support hours
Tier 3 Compliance - Previously Purchased

Site Management - Optional					
(RMM) on Workstations	Tier 2 Compliance - Included in Support Agreement	70			
SIEM For Workstations (365 Day History) (2HR)	Tier 2 Compliance - CJIS Required 365 Day History	70	1,120.00	13,440.00	
Kaseya Network Audit - internal and external	Tier 3 Compliance Run Daily	1	625.00	7,500.00	
Quarterly Backup and Recovery Testing	or Tier 3 Compliance - Quarterly Scans \$1,800	1	450.00		
or Annual Backup and Recovery Testing	Tier 3 Compliance - Annually	1	1,250.00	1,250.00	
	Tier 3 Compliance - Quarterly \$3,600	1	900.00	900.00	

Off-Site Backup	
Air gap backup (Tape/RD Drive)	Tier 1 Compliance - Previously Purchased
Off site backup	Tier 1 Compliance - To be Discussed

Microsoft 365 Users Optional	
Pasack Data Email Security Best Practices	Tier 1 Compliance - Use pre-purchased support hours
External Email Warning on Incoming Email	Tier 3 Compliance - included if using Office 365
Multi-Factor Remote Access	

Microsoft 365 Users Optional					
Pasack Data Email Security Best Practices	Microsoft 365	150	8.80	1,320.00	15,840.00
SonicWALL Cloud App Security For O365	Installation/ Migration				6,000.00
Veeam Office 365 Backup - Off Microsoft's Cloud	Tier 1 Compliance -	150	3.15	472.50	5,670.00
Barracuda Message Archiver - up to 150 GB of Mail	Tier 1 Compliance -	150	1.60	240.00	2,880.00
	Tier 2 Compliance - Previously Purchased				
					68,828.80

March 9, 2022

West Orange Police - Security Overview with Pricing - Tier 1			March 9, 2022		
	Users / Servers	Price	Customer Monthly / Qtr Cost	Customer Annual Cost	
Site Management - Required					
SonicWALL Capture Client					
End User Phishing/Security Education - Training status reports are available					
Pascack Data Network Security Best Practices:					
Regularly Scheduled Patch Management					
Upgrading of Firewall Firmware as required					
Advanced Password Policies					
Technology Incident Response Plan					
Site Management - Optional					
Off-Site Backup					
Air gap backup (Tape/RD Drive)					
Off site backup					
Microsoft 365					
Pascack Data Email Security Best Practices					
External Email Warning on Incoming Email					
Microsoft 365 Users Optional					
Pascack Data Email Security Best Practices					
SonicWALL Cloud App Security For O365					
Veeam Office 365 Backup - Off Microsoft's Cloud					
	150	8.80	1,320.00	15,840.00	
	150	3.15	472.50	6,000.00	
	150	1.60	240.00	5,670.00	
				2,880.00	
					37,500.00

West Orange Police - Security Overview with Pricing - Tier 2

March 9, 2022

Site Management - Required		Users / Servers	Price	Customer Monthly / Qtr Cost	Customer Annual Cost
SonicWALL NSM Advanced (Licensed Per Firewall)					
Captures Web Traffic for Forensics and Productivity					
	Tier 2 Compliance - See below				
	West Orange - Fire 2 - T300	1	309.55		309.55
	West Orange - Fire 3 - T300	1	309.55		309.55
	West Orange - Fire 5 - T300	1	309.55		309.55
	West Orange - Fire Headquarters - T500	1	434.86		434.86
	West Orange - Fire House 4 - T300	1	309.55		309.55
	West Orange - Valley PD - T300	1	309.55		309.55
	West Orange - Washington PD - T300	1	309.55		309.55
	West Orange Police Headquarters - NSA 4600 HA	1	1,287.00		1,176.64
	Tier 2 Compliance	1	150.00		150.00
SMA Reporting Analytics					
(RMM) on Servers. Monitoring of Server Physical Hardware and Services - Disk Drive Status and space, Processors, Network Access, Power Supplies, OS Issues. Etc..		14			
SIEM for Servers (365 Day History)(30 Min Res)					
Quarterly Business Review Meetings	Tier 2 Compliance - CJIS Required 365 Day History	23	20.00	460.00	5,520.00
Passtack Data Network Security Best Practices:	Tier 2 Compliance - Use pre-purchased support hours				
Access Privilege Controls (Admin and File)	Tier 2 Compliance - Use pre-purchased support hours				
Disaster Recovery / IT Continuity Planning	Tier 2 Compliance - Use pre-purchased support hours				
Included with Incident Response Plan					
Site Management - Optional					
(RMM) on Workstations		70			
SIEM For Workstations (365 Day History) (2HR)	Tier 2 Compliance - Included in Support Agreement				
	Tier 2 Compliance - CJIS Required 365 Day History	70	16.00	1,120.00	13,440.00
Off-Site Backup					
Microsoft 365 Users Optional					
Barracuda Message Archiver - up to 150 GB of Mail	Tier 2 Compliance - Previously Purchased				

22,578.80

West Orange Police - Security Overview with Pricing - Tier 3

March 9, 2022

Users / Servers	Price	Customer Monthly / Qtr Cost	Customer Annual Cost
-----------------	-------	-----------------------------	----------------------

Site Management - Required			
SonicWALL Advanced Configuration	Tier 3 Compliance - Use pre-purchased support hours		
Multi-Factor Remote Access	Tier 3 Compliance - Previously Purchased		
Site Management - Optional			
Rapidfire Tools	Run Daily	1	625.00
Quarterly Backup and Recovery Testing	or Tier 3 Compliance - Quarterly Scans \$1,800	1	450.00
or Annual Backup and Recovery Testing	Tier 3 Compliance - Annually	1	1,250.00
	Tier 3 Compliance - Quarterly \$3,600	1	900.00
Off-Site Backup			
Microsoft 365			
Multi-Factor Remote Access	Tier 3 Compliance - included if using Office 365		
Microsoft 365 Users Optional			

8,750.00

Vendor Qualifications to Support Technologies Currently in Use: please respond yes or no to each of the following:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is Microsoft Certified Partner, Silver or Gold Yes/ No
- Please indicate whether Vendor is a Microsoft Certified Systems Engineer MCITP- Yes
- Enterprise Admin on staff full time. Yes/ No
- Please indicate whether Vendor is Dell SonicWALL Partner with a CSSA on staff Yes/ No
- Please indicate whether Vendor is Dell EqualLogic Certified Partner Yes/ No
- Please indicate whether Vendor is VMware Enterprise Partner V5.x with a VCP on staff Yes/ No
- Please indicate whether Vendor is Datto Certified partner Yes/ No
- Please indicate whether Vendor is a minimum of 6, W2 employees to ensure support coverage Yes/ No
- Vendor will supply a minimum of 3 government references where they are currently performing similar services Yes/ No
- Vendor's headquarters and support staff are located in New Jersey Yes/ No
- All work will be performed by vendor's full time employees - not sub-contractors Yes/ No
- Vendor has been in business for at least 10 years Yes/ No
- Vendor has never declared Bankruptcy Yes/ No
- Vendor has a system in place to provide the City with periodic detailed audit reports of all time billed with dates, time spent and issues addressed. The City may request these audit reports at any time. Yes/ No

Uniformed Network

- Has Vendor Installed/Upgraded/Maintained any systems in the last 3 years in accordance with the CJIS security policy? Yes/ No

- Has vendor ever conducted IT Security Audit with the FBI's CJIS Unit? ☒ Yes / No
- Is vendor willing to provide signed/executed Security Addendum Certificate? ☒ Yes / No
- Is vendor willing to have all personnel subject to background checks? ☒ Yes / No
- Please indicate whether Vendor is Symantec Certified Partner Silver or Gold ☒ Yes / No
- Please indicate whether Vendor is VERITAS Certified Partner ☒ Yes / No
- Please indicate whether Vendor is certified Veeam partner ☒ Yes / No

Vendor will be required to have the following technical qualifications:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is certified or has 3 years' experience supporting the following and have current references using these products:
- Microsoft Windows 2003/2008 R2/2012 R2 ☒ Yes / No
- Configuring of Domain Controllers ☒ Yes / No
- Streamline Active Directory with proper rights and permissions ☒ Yes / No
- Microsoft Exchange 2010/2013 ☒ Yes / No
- Microsoft Outlook Web Access ☒ Yes / No
- Microsoft Terminal Services ☒ Yes / No
- Dell Servers ☒ Yes / No
- Dell Tape Libraries ☒ Yes / No
- Dell EqualLogics SAN devices ☒ Yes / No
- Dell SonicWALL Firewall Configurations ☒ Yes / No
- Dell SonicWALL ViewPoint/Analyzer software ☒ Yes / No
- Dell SonicWALL Site to Site VPN tunnels and VPN client access ☒ Yes / No
- Dell SonicPoint Wireless Solutions ☒ Yes / No
- Dell web managed switches ☒ Yes / No

- VMware vSphere 5.x Virtualization software ☒ Yes / No

Uniformed Network

- Veeam Replication/Backup software ☒ Yes / No
- Configuring Symantec End Point Security Software ☒ Yes / No
- Configuring Symantec Backup Exec and agents for Disaster Recovery, Open Files and Exchange, Symantec Backup Exec System Recovery ☒ Yes / No

Vendor will be required to provide credentials and certifications for above upon request ☒ Yes / No

Vendor will be required to perform the following duties:

- Provide a mid-level technician on location 8 hours/week to support local desktops and services
☒ Yes / No *Can be provided using Black & hours purchased upon Request*
- Have remote desktop and monitoring software on all desktops and servers and monitor 24/7
☒ Yes / No
- Provide the name of the monitoring software and services it monitors ☒ Yes / No *Connectwise / CONTINUUM RMM*
- Perform monthly server maintenance ☒ Yes / No *Monitors hardware Infrastructure*

- Do you support ad-hoc reporting requests? Describe the process for requesting ad-hoc reports? Provide the timeframe for turnaround of ad-hoc reporting.

There are numerous reporting features and options within the existing reports. Ad-hoc reporting is available by special request at an additional charge.

- Do you support the ability to create PDF reports? Can they be sent securely via email? Can they be digitally signed and tracked?

Yes, we can provide reports in a PDF. Secure email is available at an additional charge.

- How is your reporting interface structured? Do you use multiple interfaces for different services? Is the information integrated across service lines? What cross-service line metrics and reports do you offer?

There are numerous reports available and upon being chosen as a preferred vendor, we would sit with the customers' technical team and determine which reports are required on a regular basis.

- Can you create custom reports? How is this accomplished?

There are numerous reporting features and options within the existing reports. Custom reporting is available by special request at an additional charge.

- Describe help desk or ticketing functionality. What workflow management features are available?

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

- How long is data available in the portal for reporting?

Server information is available for two months.

2.13 Customer Support and Account Management:

- Describe your company's process for customer-initiated tickets, as it relates to incidents and support issues.

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

[Type here]

- Detail your approach to customer support. What technical support resources do customers have access to?

Customer support is our highest priority and although most tickets are closed without the need for direct customer contact, all of our engineers are available by phone for discussion, based on availability.

- How is your customer support structured? What is the escalation process for reported problems or issues?

All of Pascack Data's engineers are experienced professionals, currently with a minimum of 8 years of experience with Pascack Data. As explained above, "Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket."

- What are the hours for customer support? **See Below.** Does support change hands at any point? NO What locations is this support provided from? **Pascack Data Main Location in Hawthorne, NJ during standard business hours and from individual's cell phones after hours.** How do you maintain quality of support 24x7? **The existing support engineers are on call after hours.**

Definition: Severity 1 (Critical) Severity 2 (High) Severity 3 (Normal)

Hours of support:

Standard hours: Monday to Friday 8:30 to 5:30, except Pascack Data Observed Holidays

(New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

Severity 1 (Critical)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 2 (High) Initial Response (from occurrence)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 3 (Normal)

Standard Business Hours: Immediate response not to 30 minutes

[Type here]

- What kind of value-added support options are available? Can you provide a dedicated technical account manager? At what cost?

Yes, as our standard practice there is a main engineer assigned to the account with a backup that is familiar with the account.

- Describe your approach to account management. Who will manage the account from a business and executive level? What access will we have to company leadership?

The customer has direct access to company leadership and engineers at any time.

- Describe how you measure and report client satisfaction, including frequency.

Since the customer is interacting with our engineers, we expect them to keep management informed. We also anticipate that all managed services customers will meet with us several times a year for periodic updates.

- Describe your processes and mechanisms for handling client inquiries and reported problems.

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

- Describe your customer service responsiveness, hours of staff availability, and available communication mechanisms (e.g., written, verbal, electronic, face-to-face).

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

- Describe how customer satisfaction deficiencies are addressed and resolved.

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

- What ongoing programs are in place to manage client satisfaction?

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

2.14 Service Level Agreement:

- Describe your service level agreements for the proposed services. Provide detailed SLAs.

Hours of support:

Standard hours: Monday to Friday 8:30 to 5:30, except Pascack Data Observed Holidays

(New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

Severity 1 (Critical)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 2 (High) Initial Response (from occurrence)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 3 (Normal)

Standard Business Hours: Immediate response not to 30 minutes

- Explain your company's methods for monitoring and measuring SLAs. What options are available to us upon failure to meet your stated SLAs?

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

2.15 Implementation: Additional detail would be required to respond to with accurate answers to the questions below. In general, Pascack Data has implemented numerous large projects in excess of thousands of devices across the tri-state area and has the experience to complete projects on schedule with the required transfer of knowledge.

- Describe your approach to implementing services.
- What customer resources are required to support implementation?
- What is the typical implementation timeframe?

[Type here]

- How do you ensure minimal impact or disruption to the customer?
- What steps do you take to ensure full and complete implementation?
- Detail the handoff process once services are turned up.
- What training is offered to customer staff to introduce them to the services?
- How do you handle implementing services across widespread, geographically dispersed facilities?
- What options are available for implementation? Remote installations? On-site field engineers?

2.16 Industry Specific Experience:

- How many government or higher education clients do you provide monitoring or security device management services for? **Please see our reference list.**
- What reports are available comparing customers to peers and others in their industry?

For security purposes, we can provide generalizations of other incidents, but do not discuss individual details of other client's networks.

2.17 Customer Satisfaction:

- Describe your process and mechanisms for handling client inquiries and reported problems.

Customers have direct access to Pascack Data's management team.

- Describe how you measure and report client satisfaction, including frequency.

Since the customer is interacting with our engineers, we expect them to keep management informed. We also anticipate that all managed services customers will meet with us several times a year for periodic updates.

- Describe how satisfaction deficiencies are addressed and resolved (in your service level agreement or elsewhere).

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

- Provide your latest client satisfaction results.

Our average customer has been with us for over 10 years and many of our customers have been with us over 25 years.

2.18 Firm References:

[Type here]

Provide three (3) client contacts that are accounts of similar size. The client references must be current customers and have at least one year of experience with your MNS service. Please include name, title, role on the contract, phone number (including area code and extension numbers) and e-mail address.

Proposers are to provide this information as part of the Technical Proposal; however, TOWO will check references only of the clients of the shortlisted Proposing Firms. TOWO reserves the right to verify all information given if it so chooses, as well as, to check any other sources available including itself even if not provided as a reference by the Proposer.

It is imperative that the contact names and phone numbers given for the contracts/clients listed are accurate. References will be held in the strictest of confidence by the Township. The contact person should be capable of speaking to a firm's capability in performing the services required. References will be held in the strictest of confidence.

References: Partial list – Additional contact names available on request

Borough of Ramsey – 8 years with Pascack
Bruce Vozeh - 201-825-3400

Linden Police Department – 20+ years with Pascack
Charlie Crane - (908) 474-8517

Kearny Police – 20+ years with Pascack
Ofc. Thomas M. Sumowski - (201) 998-1313

Hawthorne Police – 9+ years with Pascack
Det. Matt Hoogmoed (Police) - 973-427-1800

Plainfield Police – 20+ years with Pascack
Adam Green - (908) 753-3042

Hawthorne Borough Hall – 9+ years with Pascack
Eric Mauer – (973) 427-1168

Hohokus Borough and Police - 2 Years with Pascack
Bill Jones – (201) 652-4400

Scotch Plains Township – 2 + years with Pacack
Margaret Heisey - 908-322-6700

West Orange Police and Fire – 20+ years with Pascack
Nick Allegrino

2.19 Special/Unique Qualifications:

Provide a narrative to elaborate on the special/unique qualifications and/or experiences of the Proposer and/or any member of its team, which make it uniquely capable to provide Network Managed services to TOWO. Special firm and/or individual expertise is to be included.

Pascack Data has been supporting Law Enforcement agencies for over 25 years. We have the expertise and experience necessary to provide secure and reliable solutions for mission critical needs utilizing Attorney General / FBI CJIS Security Guidelines. We have extensive knowledge of the systems and software used within the Police department: ex. Dispatch software, NCIC Access, LiveScan, Infocop, etc.

2.20 Insurance:

1. Provide a copy of a Certificate of Insurance verifying your firm's coverage for Professional Liability for one million dollars. **Please see Attached.**
2. Worker's Compensation pursuant to New Jersey Statues. **Please see Attached.**
3. General Liability in the amount of Two million with Township of West Orange named as additional insured. **This will be provided upon being chosen as a vendor.**

Exhibit “B”

AGREEMENT FOR IT NETWORK MANAGEMENT SERVICES

THIS AGREEMENT, dated as of the 29st day of **JUNE, 2022** between the Township of West Orange, a Municipal Corporation, in the County of Essex, and the State of New Jersey (hereinafter referred to as the "Township"), having its principal offices at 66 Main Street, West Orange, New Jersey; and **MICROCOMPUTER CONSULTING GROUP, INC.**, (hereinafter referred to as the "Contractor"), having its principal offices at 53 West 36th Street, Suite 404, New York, New York.

WHEREAS, on or about May 9, 2022, the Township issued a Request for Proposal (the "RFP") seeking proposals for IT Network Management Services ("IT Services"), annexed hereto as Exhibit "**A**;" and

WHEREAS, on June 8, 2022, the Contractor submitted a proposal in response to the RFP, annexed hereto as Exhibit "**B**," seeking award of the Contract for IT Services for Non-Uniformed Network Systems and for special projects on an as needed basis (the "Contract") for a term of three (3) year with a possible renewal term of an additional two (2) years.

WITNESSETH

1. The Contractor hereby covenants and agrees to furnish and deliver to the Township, IT Services consistent with the scope of services as set forth in the RFP and the Contractor's Proposal (the "Proposal").

2. In the event of any conflicts between the terms and conditions set forth in the RFP and the Proposal, the terms and conditions set forth in the RFP shall govern.

3. The Contractor acknowledges that it has read N.J.S.A. 10:2-1, et. seq. (Discrimination in Employment on Public Works; contract Provision), the terms of which are incorporated herein as if expressly set forth at length, and the contractor agrees to comply with and be bound by the terms thereof.

4. Neither this Agreement nor the monies to become due hereunder are assignable.

5. The acceptance of payment by the Contractor shall constitute a release of any claims or liabilities of any nature whatsoever, if any, owing to the Contractor from the Township, its agents, servants and employees.

6. Contractor agrees to indemnify and hold harmless the Township, its agents, servants and employees from and against any and all losses, damage, liabilities, and expenses which may arise or be claimed against the Township, its agents, servants and employees, consequent upon or arising out of or in connection with the within Agreement.

7. This Agreement shall be governed and construed in accordance with the laws of the State of New Jersey, without regard to its conflict of law principles. Any claim shall be brought in the Superior Court of New Jersey, Essex Vicinage. Each of the Parties hereby irrevocably consents

to the service of process of any of the aforementioned courts in any such action or proceeding by the mailing of copies thereof to it by regular mail. Each of the Parties hereby irrevocably waives any objection that it may now or hereafter have to the laying of venue of any such claim, suit, proceeding, or action in such respective jurisdictions

8. This agreement is effective as of **July 1, 2022** and covers the period of **July 1, 2022 through June 30, 2025** with a possible extension until **June 30, 2027**.

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and seals, or caused these presents to be signed by their proper corporate officers, and caused these corporate seals to be affixed hereto.

ATTEST:

MICROCOMPUTER CONSULTING
GROUP, INC.

Rebecca Pritts, CEO

Name:

Kenneth Goldberg 06/29/2022

Name:

ATTEST: _

TOWNSHIP OF WEST ORANGE

KAREN CARNEVALE, R.M.C
TOWNSHIP CLERK

BY: _____
MAYOR ROBERT D. PARISI

Exhibit “A”

TOWNSHIP OF WEST ORANGE

ESSEX COUNTY, NEW JERSEY

Request for Proposal

Request for Proposals for Network Managed Services- RE-BID

Bid Submission Date:

Wednesday June 8, 2022

10:00 A.M.

Prevailing Time

TOWNSHIP OF WEST ORANGE * 66 MAIN STREET * WEST ORANGE, NJ 07052

(973) 325-4056

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ADVERTISEMENT

Request for Proposal

The Township of West Orange is soliciting proposals through the competitive contracting process in accordance with N.J.S.A. 40A:11-4.1(a), et seq. for Network Managed Services- RE-BID. The proposal package can be obtained in person at the Township of West Orange, 66 Main Street, Purchasing Room 111, West Orange, NJ 07052, during regular business hours, 8:30 a.m. to 4:30 p.m. or by emailing a request to preynolds@westorange.org.

Any vendor wishing to submit a proposal must provide a letter of intent prior to submission which is due Thursday, May 19, 2022 @ 11:00 A.M.

Intention letters can be emailed to: John O. Gross, CFO jgross@westorange.org and a copy sent to Panayiota Reynolds, Purchasing Agent preynolds@westorange.org. Any vendor who does not submit a letter of intention will not be considered qualified for an award. Proposals, clearly marked with the title and name and address of party making same, addressed to the Township Council of the Township of West Orange can be mailed, or hand delivered to the Municipal Building, Room 111, 66 Main Street, West Orange, NJ 07052. Proposal due date is Wednesday, June 8, 2022 @ 10:00 A.M. and will be publicly opened and read in the Council Chambers located at 66 Main Street on the same day. No proposals received after that time will be considered.

Bidders are required to comply with the Contract Compliance and Equal Employment Opportunities in Public Contracts N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 and have a current New Jersey Business Registration Certificate P.L. 2004, N.J.S.A. 52:25-24.2.

Panayiota Reynolds, RPPS, QPA

Purchasing Agent

TOWNSHIP OF WEST ORANGE

66 MAIN STREET

WEST ORANGE, NEW JERSEY 07052

COMPETITIVE CONTRACTING

REQUEST FOR PROPOSAL

FOR NETWORK MANAGED SERVICES-REBID

SCOPE:

The Township of West Orange ("TOWO" or "Township") is soliciting proposals to obtain network monitoring and management services support for our enterprise and global networks in both the uniformed network (Police & Fire) and non-uniformed network. The Network Managed Services Provider ("NMSP", "Vendor", or "Contractor") will bid on one or both networks and be able to deliver services consisting of but not limited to:

- Management of Local Area Networks (LAN)
- Management of Wide Area Networks (WAN)
- Performance Testing
- Upgrades for network hardware and software
- New project development and installation
- Day to Day Network/Systems Consulting

TOWO issues this request for a Network Managed Services Provider with the intent of having a third party manage TOWO's networks. All of the above will hereafter collectively be referred to as the "Proposed Solution."

It is anticipated that an award will be made for the year 2022 on or about July 19, 2022 for services to be implemented on or about August 1, 2022 through December 31, 2022. This contract can be awarded anywhere from 1 to 5 years subject to availability of funds.

The goals of the Township are as follows:

- 1) Increase effectiveness and efficiency of the Information Technology Systems.
- 2) Reduce the operating costs of the Township required to manage its Information Technology Systems.
- 3) Improve Service strategy, service operation and continual service improvement.

INFORMATION ABOUT THE TOWNSHIP'S ORGANIZATION AND OPERATIONS:

The Township of West Orange is a full service municipality serving 48,843 residents in the County of Essex in the State of New Jersey, providing a wide array of services, from public safety (police, fire, health, etc.) to land use control, design, construction and maintenance, are provided by its staff, 300+ full-time and up to 200 part-time employees, assigned to the following departments:

Department: (location)

Non-Uniform

Executive & Legislative Department: (Town Hall)

Mayor's Office

ABC Board

Town Council

Township Clerk

Legal Services

Planning Board

Board of Adjustments

Waste Management

Municipal Court

Public Defender

Administration & Finance: (Town Hall)

Business Administrator's Office

Purchasing

Tax Collection

Comptroller

Planning & Development: (Town Hall)	Senior Citizen Health Center
Planning & Development	Child Health Clinic
Construction	Recreation: (2 locations)
Housing	Parks and Playgrounds
Assessing: (Town Hall)	Pool
Assessor's Office	
Public Works: (Engineering Building)	Uniformed:
Engineering	Police: (Police Building)
Public Works	Police
Health: (Town Hall)	Fire: (5 locations)
General Health Services	Fire
Senior Citizen Transportation	Uniform Safety
Welfare	Emergency Management
Animal Control	

TOWO's Office of Information Technology (OIT), is responsible for providing all aspects of information technology and network communications for TOWO. This includes deploying, maintaining, and administering all computer, network, and communication functions. OIT is also responsible for establishing connectivity to several network and security devices throughout our area. All connectivity is handled via the commodity Internet, TLS, T1, Dark Fiber circuits or secure VPN tunnels.

AWARD CRITERIA AND FACTORS:

Award(s) for Network Managed services to the Township of West Orange for both uniformed and non-uniformed networks will be based on the following criteria:

- Responsiveness of the proposal related to the scope of the work.
- Ability, capacity and skill the vendor to perform the services effectively and on a timely basis.

- Financial strength and stability of the Vendor.
- The quality, availability and adaptability of the services to the particular need required.
- Net cost, including the Township's cost of implementation & ongoing training, for a 1 to 5 year relationship
- Experience and expertise level of key personnel providing such services
- Experience and expertise of providing such services to the public sector.

Factors that will be considered when evaluating these criteria will include, but not limited to:

- Functionality of Proposed Solutions
- Support Services Offered to Township Employees
- Vendor History
- Product Suitability
- Use of Technology
- Required Infrastructure
- Implementation Schedule
- Vendor's ability to provide the general and technical requirements below

Section I - Technical

1.1 General Requirements:

TOWO is seeking a vendor to provide high-quality technical solutions, support and expertise to all Township sites by means of managing Local Area Networks (LAN) and Wide Area Networks (WAN), performing testing, installations, upgrades for network hardware and software. The Contractor shall provide service strategy, service operation and continual service improvements. The Contractor will be assigned to projects of varying size and scope by Network Operations management, with the expectation of performing all required tasks, not limited to implementation. TOWO is requesting a contractor that can fulfill the following:

- Monitoring Services
- On-Site Support If/When Needed
- Remote Managed Services Support If/When Needed
- New project development and installation

1.2 The contactor roles and responsibilities will include but not be limited to:

- Mitigation and resolution of detected issues
- Diagnose problems before and after occurrence
- Troubleshooting and maintenance of network systems
- Network system support (install, test, maintain, monitor and tune)
- Respond to Tickets forwarded from other responsibility areas
- Tracking “chronic” or recurring problems and escalate within the IT Management Chain
- Network Performance Monitoring in a Control Central Environment

- Network Performance Analysis (trend, analysis, performance monitoring and capacity planning)
Network Configuration Control and Management
- Network Management (Utilization and Capacity)
- Network Utilization and Availability Report
- Management and Administration of Network Monitoring Tools
- Accurately document IP Configurations Installation of network hardware and associated cabling
Provide quality assurance on all network installed equipment
- Support LAN based wireless technology in the enterprise

1.3 Network Problem Identification, Troubleshooting and Maintenance

- The Contractor shall continuously monitor a trouble ticketing system for new or escalated tickets, provided by the Contractor, and update at a minimum every hour when appropriate. All information entered into the ticket shall be clear, concise and accurate. Upon receipt of the trouble ticket, the Contractor shall initiate immediate action to clearly define the problem and effect immediate resolution, or document the problem in the trouble ticketing system to effectively track it to satisfactory resolution, or redistribute it to the appropriate IT group responsible for action towards satisfactory resolution.
- The Contractor shall document each step in the troubleshooting process as it occurs and update the trouble ticket. Due to the complex nature of networks, it is possible for the source of network problems to reside in one or more devices concurrently. As such, the Contractor shall perform troubleshooting techniques to isolate the source of, diagnose and resolve or assist in the resolution of network problems.
- The Contractor shall use existing diagnostic tools or tools that are appropriate for use in diagnosing problems.
- The Contractor shall, when required, participate and/or lead in conference calls during mitigation actions or network anomalies.
- The Contractor when directed shall provide the Network Operations group with after action reports regarding troubleshooting efforts and/or resolution actions taken during and/or after network event troubleshooting.

1.4 Network Problem Resolution and Referral

- The Contractor shall refer network problems to various sources when resolution cannot be achieved by Contractor personnel. If diagnosis or resolution has not been completed in accordance with SLA's as defined below, the Contractor shall escalate the problem to Network Operations Engineers for further action.
- When problems are detected in hardware or circuits, the Contractor must report and resolve the issue, including parts and labor to correct the problem as necessary. See SLA's as defined below.

1.5 Network Installation Support

- The Contractor shall install or modify network components and other systems as required. This includes physical and logical connections with switches, routers, firewalls and related hardware. No modifications or changes shall be made without an approved change request provided by Network Operations. The Contractor shall support implementation of configuration processes based on change review approval by Network Operations. The Contractor shall assist Network Operations in adhering to the approved process for introducing a scheduled maintenance or network configuration change.
- The Contractor shall provide support in troubleshooting network problems associated with new or revised hardware or software installations. The Contractor shall provide support in coordinating new off-network connections including direct site-to-site links with other agencies. The Contractor shall update baseline artifacts to include logical design, as-is drawings and other baseline documents. Occasional staff travel requirements may occur as a result of requirements, but is addressed on a case-by-case basis.

1.6 Network Management and Monitoring

- The Contractor shall be responsible for using Contractor's management tools to monitor our stateside and LAN and WAN networks.
- The Contractor shall have access to the use of a wide assortment of management tools to assist in identifying, analyzing and diagnosing network system problems.

1.7 Network Utilization

- The Contractor shall be responsible for monitoring network utilization to ensure the network infrastructure accommodates customer traffic to all of the customers to help reduce operational costs and establish a foundation for future services.
- The Contractor shall coordinate with outside entities as needed for establishment and baseline verification of baseline and operational network utilization. The utilization statistics shall be captured primarily using various tools to monitor device interfaces in relation to transmission media capabilities.

1.8 Network Availability

- The Contractor shall monitor network availability and compare sample data with the information in the commercial service provider circuit availability reports for verification and validation of outage statistics.

1.9 Network Trend Analysis

- The Contractor shall perform network trend analysis to compile daily and/or longer-term reports for various network traffic areas of interest. These reports shall supply both generalized and specific information about targeted areas and shall provide useful snapshots of information. These reports shall include but are not limited to daily and weekly reports covering various error conditions, workload (i.e. CPU) and memory and network utilization. Customized trend analysis shall be provided based on current monitoring capabilities on an as-needed basis.

1.10 Network Capacity Planning

- The Contractor shall perform data collection to assist in network capacity planning. Network usage and configuration information shall be used with performance statistics to reflect current and long-term bandwidth utilization. This information shall be used to better estimate future requirements based on application, organizational or technological changes as well as adjustments to provide improved cost/benefit of current resources.

1.11 Technical Requirements:

The Contractor shall perform LAN/WAN configuration, troubleshooting and operational support with specific (but not exclusive) concentration on:

LAN Support

- The Contractor shall provide the following LAN support services:
- Monitor LAN performance and make LAN upgrade recommendations using management or monitoring tools
- Perform diagnostic testing between network components
- Recommend configuration changes and network upgrades as required
- Install, configure, troubleshoot and maintain network and network monitoring tools (such as: SolarWinds, etc.) and hardware as required or directed Install and configure network protocol software
- Install, configure and maintain LAN switches, routers and wireless systems
- Troubleshoot and repair LAN lines
- Troubleshoot and resolve network issues and problems
- Install, label, maintain and troubleshoot internal network wiring and fiber optic cabling
- Document all existing and potential network problems and their corrective actions
- Reestablish network connectivity for users during office moves
- Perform periodic preventative maintenance
- Participate in design reviews for new facilities or renovation plans as required
- Diagnostic testing between network components
- Systems programming of network switches, routers and related hardware
- Install, label, maintain and troubleshoot internal network wiring and fiber optic cabling
- Generate network diagrams, rack elevations and documentation as requested by the Network IT staff
- Travel, as required or directed, to TOWO offices in the West Orange area

WAN Support

- The Contractor shall interface with Network Operations to provide the following WAN support services. In performance of these services, the Contractor shall:
- Facilitate the installation, troubleshooting and repair of communication lines, data circuits and wireless systems
- Configure, maintain and troubleshoot WAN protocols
- Identify existing potential network problems and report outages with corrective actions
- Coordinate with remote sites and overseas IT departments to recover and restore WAN connectivity in case of an outage
- Perform diagnostic testing among WAN components to verify performance and connectivity
- Install, configure and maintain routers per established policies and procedures as required or directed
- Facilitate the installation, troubleshooting and repair of communication lines, data circuits and associated equipment Identify existing potential network problems and report outages with corrective actions
- Coordinate with remote branch office personnel to recover and restore WAN connectivity in case of an outage
- Open trouble tickets and/or coordinate communication with Internet Service Providers (ISPs) as required.

1.12 PERFORMANCE STANDARDS AND SERVICE LEVELS

- The Contractor shall meet the following performance standards:

Response and Notifications

The Contractor is expected to react quickly to any event impacting, or that has the potential to impact, the delivery of subscriber services. In addition, it is critical that the Contractor communicates events that impact service delivery, the services impacted by the events, and any future risks caused by the events to TOWO Network Operations management in a timely fashion. It is expected that notifications and escalations occur simultaneously through the Contractor's management and engineering organizations during any service affecting event. The Contractor will propose a documented Escalation and Notification Procedures listed below, with minimum reaction times, notification times, and escalation times:

1. Notification Time: _____ notification to the state of service impacting faults such as:

a. Any hardware failure or circuit problem

b. Any hardware alerts or warnings, high utilization or memory usage on the core network devices managed, InterLATA circuits, and IntraLATA circuits

c. Any failure interfacing with the ISPs

2. Notification Time: _____ execution of diagnostic and fault resolution procedures upon fault detection.

3. Qualified technical support on-site, with appropriate replacement parts, upon detection of any service affecting hardware failure, 24x7x365, Notification Time: _____

4. Notification Time: _____ of Resolution notification of the actual restoration of services or problem resolution.

5. Notification Time: _____ for Root Cause Analysis of actual restoration of services.

6. Provide initial response and escalations as outlined in table below:

Definition: Severity 1 (Critical) Severity 2 (High) Severity 3 (Normal)

Initial Response (from occurrence)

Begin Diagnosis (from occurrence)

Initial Notification to TOWO

Network Operations

management (from occurrence)

Onsite Support with parts

(as required) measured from

start of diagnosis

1st Escalation to the TOWO

Network Operations Engineer

on-call (from occurrence)

2nd Escalation to TOWO

Network Operations Manage

r and Contract NOC Manager

after 1st escalation

3rd Escalation to Sr. Director

of Network Operations and the

Contractor Program Manager

after 2nd escalation

Resolution Notification

Faults are events categorized by severity:

Severity 1 – Critical: Any event impacting or about to impact service on more than one subscriber (such as service-impacting failures of >500msec), on a device that is defined as a backbone/core device, where no redundant route is configured and passing traffic or where the redundant route is impacted. If all of the above conditions are met and any of the following conditions are met: service cessation, no packet transfer, interface down, platform not responding to ICMPs, loss of signal, loss of functionality, DoS attacks, SYN attack.

Severity 2 – High: Any event impacting service or about to impact service on more than one subscriber (such as: service-impacting failures of >500msec), on a device that is defined as a backbone/core device, where a redundant route is available and passing traffic. Any event impacting or about to impact service on a single subscriber connection, or with potential to impact service of multiple subscribers if not addressed, such as: degradation or intermittent failures, latency spikes of >200msec for more than 60 seconds, repetitive intermittent downtime (component, interface, or circuit) for short periods of < 5 seconds. Problems may have a possible bypass or alternate route but the bypass must be acceptable to Network Operations management.

Severity 3 – Normal: Informational events and maintenance events, such as: incrementing error count on an interface without service impact, high (or low) traffic level on a circuit, operating system upgrades, routine maintenance actions.

1.13 CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS:

The Contractor shall be capable of furnishing all necessary personnel and services required to successfully complete all tasks and work requirements and produce high quality deliverables and support services described herein. The Contractor shall demonstrate in its proposal that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing the support needed to be successful as referenced in minimum qualifications contained below.

The Contractor shall provide TOWO with personnel that have the specific skills that meet the qualifications as specified below. The Contractor will be responsible for identifying, diagnosing, defining, performing and documenting remedial action taken to resolve network connectivity issues. The

Contractor will be responsible for troubleshooting and isolating the source of the problem and developing processes for resolution to share with Network Operations staff members.

The Contractor will continuously monitor trouble ticketing system for new and escalated tickets. Upon receipt of the ticket, the Contractor will initiate immediate action to clearly define the problem and effect immediate remediation, document the problem to effectively track it, or distribute it to the appropriate group of responsibility for action and satisfactory resolution.

The Contractor will install or modify network equipment/components and related systems as required. This includes physical and logical connections with switches, routers, firewalls and related network devices. No modifications or changes shall be made without an approved change request.

The Contractor will coordinate with various IT Units to: Further integrate network systems into our production network; Research and design solutions to technical and business problems; Use network troubleshooting tools to detect issues and coordinate remediation of any issues; Stay abreast of network concerns and regularly update network engineering and operations leadership.

The Contractor's personnel shall work under the direct supervision of TOWO's IT Coordinator or his designee, located at 66 Main Street, West Orange, New Jersey

1.14 CONTRACTOR EXPERTISE REQUIRED:

The Contractor must demonstrate and certify that it possesses at a minimum three (3) years' experience in providing network engineering and administrative support for large enterprise environments, including one (1) or more of the certifications listed below. Vendors bidding for the Uniformed Network contract must also have minimum (3) years' experience working in accordance with the CJIS security policy.

- **CONTRACTOR PERSONNEL QUALIFICATIONS AND CERTIFICATIONS**

The following qualifications are required by the person(s) proposed to perform under the resulting Agreement:

Minimum of three (3) years' experience implementing new LAN/WAN designs, architectures and integration

Minimum of three (3) years' experience troubleshooting and configuration of large enterprise LAN/WAN networks

Minimum of three (3) years' experience configuring and troubleshooting Wireless networks

Minimum of three (3) years' experience configuring L2 and L3 Access Control Lists (ACLs)

Any vendor working on the uniformed network will require ALL support personnel to be subject to Federal, State and Local background checks. Vendor will need to provide a list of personnel who will be accessing the network either remotely or on-site and will be responsible for having background checks completed and forwarded to the Agency.

SUBSTITUTION OF PERSONNEL

The Contractor may not substitute key personnel without the prior approval of TOWO Network Operations. To replace any personnel, the Contractor shall submit resumes of the proposed personnel specifying their intended approved labor category. All proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel and must be approved by the Manager. The Manager shall have the option to interview the proposed substitute personnel. After the interview, the Manager shall notify the Contractor of acceptance or denial of the requested substitution.

1.15 OTHER RELEVANT TECHNICAL CRITERIA:

- The vendor's close partnership with industry leaders in network hardware and software such as Cisco, Dell, Avaya, Verizon, Level-3, who sell and support communication products and carrier circuits.
- The vendor's ability to provide a service road-map for mapping out new products, provide feature enhancements to existing products, as well as offer version upgrades to their existing network monitoring tools when required or on an as-needed basis.
- The vendor's ability to employ a best-of-breed approach for providing technical experts in LAN and WAN technologies and their approach for keeping the proficiency and skills of their engineers honed and up to date.
- The vendor's business attributes that include corporate viability, client satisfaction, customer relationship management, personnel, service level agreements and the ability to review, manage and implement tactical and strategic solutions.
- The vendor's ability to provide 1 workday a week on-site support as it relates to configurations, implementations and replacement of network hardware or related systems.
- Positive feedback from client references with expressed acknowledgement of the vendor's ability to perform the full range of network operations support in mid-to-large enterprise and global environments

SECTION II - MANAGEMENT

PROPOSAL REQUIREMENTS:

2.1 Transmittal Letter:

A transmittal letter prepared on the Proposer's business stationery must accompany the proposal. The purpose of this letter is to transmit the proposal; therefore, it should be brief, but shall list all items contained within the Technical Proposal as defined below. The letter must be signed by an individual who is authorized to bind the firm to all statements, including services and financial, contained in the proposal.

2.2 Technical Proposal Criteria:

Clear, concise, yet detailed responses to the technical criteria below are to be provided in the technical proposal. The Bid/Proposal Affidavit and Acknowledgment of Receipt of Addenda (if applicable) are to be included in the Technical Proposal. Marketing material may be provided, but is to be included as an appendix rather than within the body of the proposal.

2.3 Signing of Forms:

The proposals, if submitted by an individual, shall be signed by the individual; if submitted by a partnership, shall be signed by such member or members of the partnership as have authority to bind the partnership; if submitted by a corporation, shall be signed by an officer, and attested by the corporate secretary or an assistant corporate secretary. If not signed by an officer, there must be attached a copy of that portion of the bylaws or a copy of a board resolution, duly certified by the corporate secretary, showing the authority of the person so signing on behalf of the corporation.

2.4 Technical Criteria:

The following information must be furnished in the Technical Proposal per this solicitation. Failure to include any of the items listed below may disqualify your firm's response. The Technical Proposal should be prepared in a clear and concise manner. It should address all appropriate points of this RFP except price information. The contents of this volume must address the following items, as indicated below, and additionally, must include the appropriate completed forms or responses as indicated in items 2.1 through 2.15 as listed below. Offerors must paginate the Technical Proposal and are requested to provide tabs to separate responses to each of the technical criteria. The purpose of this response is to display full comprehension of the services to be provided and how such services will be provided to the Township.

2.5 Executive Overview:

The proposal must begin with an Executive Overview. This summary is for introductory purposes and will not be considered as part of the evaluation process. It is the Proposer's responsibility to tailor its response to demonstrate its qualifications to perform the scope of work as indicated in items 2.2

through 2.15 below. Proposers are requested to compile their proposals in the same order as the scope of work.

2.6 Company Profile:

The Proposer is to provide a narrative regarding the Company Profile, to include the following elements:

- Primary business purpose
- A brief history of the firm including how long the firm has been in business
- Management team and staff anticipated to be deployed biographies, including academic history, degrees attained, certifications obtained, other relevant experiences, including length of tenure with current proposer
- Listing of all services offered by the proposer
- An organization chart of the company showing parent company and any affiliates as well as where the branch that will be servicing TOWO is found on the organization chart Address of the firm's headquarters, nearest offices, and branch offices
- Address of the branch office(s) that will be serving TOWO
- Size of the company as measured by facility and staff resources available
- Total number of permanent employees in the firm and also by branch that is serving TOWO
- Annual Sales Volume for the branch office which will service the Township on a per year basis for the last three (3) years [2019, 2020, and 2021]. Financial Attestation: Firms shall provide a statement or attestation of its financial condition to confirm that it has adequate financial resources to support its Technical Proposal response. Such statement and/or attestation may include: a) financial statements (unaudited) for the past three (3) years; b) audited financial statements for the past three (3) years; c) prospectus of publicly traded firms; d) letter signed by authorized company personnel attesting to its financial viability (preferably notarized statement); or e) any other documentation that firm feels adequately attests to its financial resource viability. It is acceptable that such documentation be provided solely in the original copy of the Technical Proposal.

NOTE: To ensure that the Contractor has sufficient financial resources to support the contract, prior to the award of the contract(s), TOWO may, at its sole discretion, request that the Contractor shall submit complete audited financial statements for the most recent fiscal years showing the true condition of the Proposer's assets, liabilities and net worth. If requested, the financial statements must include a balance sheet and income statement. If the Proposer is a partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof.

2.7 BUSINESS ATTRIBUTES:

Business attributes are one element of TOWO's requirements. They comprise characteristics, policies, processes, and procedures that need to be described in a qualified RFP response and as more fully described below, including:

- Financial Viability
- Managed Service Viability
- Network Operations Center
- Network Monitoring and Management
- Log Management
- Reporting
- Customer Support and Account Management
- Service Level Agreement
- Implementation
- Industry Specific Experience
- Customer Satisfaction

2.8 Financial Viability:

- Provide information about your company's financial stability. If your company is public, include an annual report and supporting financial statements. If your company is private, include supporting documentation to demonstrate a stable, profitable, sustainable business model.
- Provide detail on any venture funding you have received, including the sources of the venture funding.

2.9 Managed Service Viability:

- What is your company's core business strategy?
- What are your primary lines of business in terms of revenue?
- Where do managed network services (MNS) fit into your business strategy?
- Provide details that describe how your MNS business or business unit is profitable. If not profitable, please provide your expectations for reaching profitability.

- Of the revenues provided above, what percentage does it comprise of your total corporate revenues?
- Describe how any of the top research firms (i.e. Gartner, Yankee, IDC, Forrester, Frost & Sullivan) have ranked your company in the MNS market?
- Describe any awards your company has won for MNS.
- Provide the number of managed network services customers at the end of last year, current, and projected at the end of this year.
- Provide details on how long you have offered each of your Managed Network Services.
- Describe your most recent fiscal year's Managed Network Services growth rate over the prior fiscal year.

2.10 Network Monitoring/Management:

Describe your managed/monitored Network Service

- How long has your organization been performing Network management/monitoring?
- What network hardware and related systems do you support? How do you select which network hardware and system to support? Are you a vendor neutral or the developer/manufacturer of the product you propose?
- Do you have special relationships with the product and platform vendors of the products you will deploy?
- Do you currently have a router and switch configuration checkup procedure? And, how often would you do this?
- What are your supported platforms?
- Do you offer co-management, where we retain administrative rights and technology ownership for our network devices?

2.11 Log Management:

Describe your approach for collecting, indexing and retaining raw log data.

- How long have you been offering log monitoring and management services?
- What tools do you use to monitor and manage log data?
- What log sources are supported?

- What is the process for supporting new log sources, e.g., custom applications?
- How is log data protected from tampering or misuse?
- How scalable is your solution?
- How much log data can be retained?
- What level of compression is available?
- What resources are available to support the integration of log sources into the system?
- How is your log management solution sized?

2.12 Reporting:

- Describe your standard reporting process? How frequent will we receive standard reports? Do you have web-based reporting capability? Provide samples reports and screen shots of web-based interface.
- Do you have asset-based reporting allowing creation and group assets, assign criticality and view event, scanning and all other information using asset views?
- Do you support ad-hoc reporting requests? Describe the process for requesting ad-hoc reports? Provide the timeframe for turnaround of ad-hoc reporting.
- Do you support the ability to create PDF reports? Can they be sent securely via email? Can they be digitally signed and tracked?
- How is your reporting interface structured? Do you use multiple interfaces for different services? Is the information integrated across service lines? What cross-service line metrics and reports do you offer?
- Can you create custom reports? How is this accomplished?
- Describe help desk or ticketing functionality. What workflow management features are available?
- How long is data available in the portal for reporting?

2.13 Customer Support and Account Management:

- Describe your company's process for customer-initiated tickets, as it relates to incidents and support issues.

- Detail your approach to customer support. What technical support resources do customers have access to?
- How is your customer support structured? What is the escalation process for reported problems or issues?
- What are the hours for customer support? Does support change hands at any point? What locations is this support provided from? How do you maintain quality of support 24x7?
- What kind of value-added support options are available? Can you provide a dedicated technical account manager? At what cost?
- Describe your approach to account management. Who will manage the account from a business and executive level? What access will we have to company leadership?
- Describe how you measure and report client satisfaction, including frequency.
- Describe your processes and mechanisms for handling client inquiries and reported problems.
- Describe your customer service responsiveness, hours of staff availability, and available communication mechanisms (e.g., written, verbal, electronic, face-to-face).
- Describe how customer satisfaction deficiencies are addressed and resolved.
- What ongoing programs are in place to manage client satisfaction?

2.14 Service Level Agreement:

- Describe your service level agreements for the proposed services. Provide detailed SLAs.
- Explain your company's methods for monitoring and measuring SLAs. What options are available to us upon failure to meet your stated SLAs?

2.15 Implementation:

- Describe your approach to implementing services.
- What customer resources are required to support implementation?
- What is the typical implementation timeframe?
- How do you ensure minimal impact or disruption to the customer?
- What steps do you take to ensure full and complete implementation?
- Detail the handoff process once services are turned up.
- What training is offered to customer staff to introduce them to the services?

- How do you handle implementing services across widespread, geographically dispersed facilities?
- What options are available for implementation? Remote installations? On-site field engineers?

2.16 Industry Specific Experience:

- How many government or higher education clients do you provide monitoring or security device management services for?
- What reports are available comparing customers to peers and others in their industry?

2.17 Customer Satisfaction:

- Describe your process and mechanisms for handling client inquiries and reported problems.
- Describe how you measure and report client satisfaction, including frequency.
- Describe how satisfaction deficiencies are addressed and resolved (in your service level agreement or elsewhere).
- Provide your latest client satisfaction results.

2.18 Firm References:

Provide three (3) client contacts that are accounts of similar size. The client references must be current customers and have at least one year of experience with your MNS service. Please include name, title, role on the contract, phone number (including area code and extension numbers) and e-mail address. Proposers are to provide this information as part of the Technical Proposal; however, TOWO will check references only of the clients of the shortlisted Proposing Firms. TOWO reserves the right to verify all information given if it so chooses, as well as, to check any other sources available including itself even if not provided as a reference by the Proposer.

It is imperative that the contact names and phone numbers given for the contracts/clients listed are accurate. References will be held in the strictest of confidence by the Township. The contact person should be capable of speaking to a firm's capability in performing the services required. References will be held in the strictest of confidence.

2.19 Special/Unique Qualifications:

Provide a narrative to elaborate on the special/unique qualifications and/or experiences of the Proposer and/or any member of its team, which make it uniquely capable to provide Network Managed services to TOWO. Special firm and/or individual expertise is to be included.

2.20 Insurance:

1. Provide a copy of a Certificate of Insurance verifying your firm's coverage for Professional Liability for one million dollars.
2. Worker's Compensation pursuant to New Jersey Statues.
3. General Liability in the amount of Two million with Township of West Orange named as additional insured.

SECTION III – COST PROPOSAL

3.1 INTERVIEW/DISCUSSION SESSION:

Interview/Discussion Sessions (“Discussion Session”): The Township may entertain scheduling a discussion with all qualified submitters (qualified submitters are those who submitted a letter of interest, submitted a proposal in a timely manner and are deemed responsive by the Township’s Qualified Purchasing Agent. If desired, the date and time of the Discussion Sessions. These sessions are anticipated to be held in person possibly via webinar. If scheduled, the actual time on these date(s) will be verified with the applicable proposers at the time it is requested. The purposes of the Interview/Discussion Session are as follows:

(a) to provide an opportunity to present an overview of Network Managed Services to meet the needs of the TOWO

(b) to provide an opportunity to clarify the scope of services for this contract and discuss any items addressed in the Technical Proposal that may require additional clarification.

If scheduled, the Interview/Discussion Session forum will be informal as the Township is not interested in a marketing presentation; rather, TOWO is requesting an interactive discussion with the proposing firms. Ample time is to be available for the Township and the Proposing Firm to ask questions and discuss issues/concerns related to the product, the scope of the services, and the firm’s capabilities/qualifications. We anticipate that each session will be approximately 60 to 90 minutes in length. Minutes of the Interview/Discussion Session will be made and any questions which answers determined to be shared with other proposers will be noted.

Any significant information that is revealed that changes the scope of the Request for Proposal will result in an addendum specifying the change(s) and any impact on the response date.

3.2 PRICE PROPOSAL REQUIREMENTS

A Price Proposal must be submitted in a sealed envelope with the proposal. The envelope shall have the Proposer's name, the contract name and the RFP number prominently displayed, together with the words "PRICE PROPOSAL." It is the intent of the Township that the Price Proposal will consist of the following:

- Describe how pricing was calculated.
- Quote rates for recurring monthly services provided for a 12-month period.
- Quote pricing for any one-time installation or start-up costs.
- Provide a listing of new hardware and/or software that may be required to implement the proposed solution, if any. The Township reserves the right to procure software/hardware for installation/maintenance by the awarded vendor from the lowest possible sources whether it be

the awarded vendor, competitive bids, state contract, regional co-operative or other lower cost vendors.

- Quote pricing or pricing policies for project-based work.
- It is the Township's desire to enter into a multiple year contract. Furnish information on any pricing incentives for longer term contracts.
- Ensure any governmental discounts are included in all prices quoted.
- Pricing should be broken down by category as per the price quote attached to this proposal.

This quoted pricing must be good through December 31, 2022 and for any additional periods proposed. It is the intent of the Township that any predictable recurring services consist of monthly recurring amount for services, with explanation of calculation, any one-time installation or start-up costs, pricing or pricing policies for project-based work and any hardware and software required to implement the proposed Solution.

Since the Township reserves the right to award a single vendor or select a number of vendors that meet the Township's needs, price proposals should include separate pricing for Police/Fire network maintenance/monitoring proposals, Police/Fire help desk proposals, non-uniformed network maintenance/monitoring proposals, non-uniformed help desk proposals, specific project based proposals and general services should the Township decide it is in its interest to name multiple vendors.

Since the Township may or may not select a single vendor for all services, other pricing alternatives are anticipated to be submitted. Specifically, all Police/Fire services, all non-uniform services, specific project based proposals and general services are being requested. Lastly, since the Township may award a single contract for all services, the Township is requesting pricing for ALL services. Multi-year pricing for all of these alternative is also requested. The Township may consider alternative pricing structure if submitted as well.

3.3 EVALUATION AND SELECTION PROCESS:

Evaluation and Selection Committee. All Contractors' proposals received by the closing deadline will be reviewed. The Procurement Officer shall establish an Evaluation and Selection Committee to review and evaluate the proposals. The Committee may request additional technical assistance from any source.

The Procurement Officer shall first review each proposal for compliance with the requirements of this RFP. Failure to comply with any requirement will disqualify a Contractor's proposal. The Contractor must assume responsibility for addressing all necessary technical and operational issues in meeting the objectives of the RFP. Each section of the proposal will be evaluated according to the criteria listed

below. Proposals cannot be modified, supplemented, cured, or changed in any way after the due date and time for technical proposals, unless specifically requested by the Township.

The intent of this RFP is to provide Network Managed Services Firms an opportunity to present their qualifications, experience, and conceptual approach to providing the scope of services in relation to the needs of TOWO. The manner in which the proposing team presents their qualifications will be regarded as an indication of how well the Proposer's philosophy, approach, organizational culture, working style and communications style fit with the Township's. Submittals that concisely present the information requested in the order and the manner requested will be considered more favorably than a submittal from a Proposer of commensurate qualifications that displays a lack of organization, conciseness or attention to detail.

3.4 Technical Evaluation:

After compliance with the mandatory requirements in this RFP has been determined, the Committee shall conduct its evaluation of the technical merit of the proposals in accordance with the Evaluation Criteria. Proposals are evaluated to determine which proposal is most advantageous to the Township. The process involves applying the evaluation criteria contained in the RFP, comparing the proposals to each other, and then, at the conclusion of the technical evaluation, ranking the final shortlist of proposals from most to least advantageous. If used in the evaluation process, numerical point scores will be useful guides, but will not be the sole factor in determining the award. The decision for the award will not be made solely by the raw scores themselves, but rather by the strengths, weaknesses, advantages, and deficiencies that the scores represent.

The criteria that will be used by the Committee for the technical evaluation of the proposals for this specific procurement are listed below. Each committee member will evaluate the proposals on each major criterion. Factors are listed in order of importance.

Minor irregularities in proposals, which are immaterial or inconsequential in nature, may be waived wherever it is determined to be in the Township's best interest.

Technical Evaluation. An evaluation and ranking of the Technical and Price Proposals will be conducted by the Township's Evaluation and Selection Committee.

Final Ranking and Selection. Following evaluation of the technical proposals and the price proposals, the Evaluation and Selection Committee will prepare and send a ranking of the proposals submitted to the Township Council in writing, recommending an award of the contract(s) to the responsive Offeror(s) whose proposals are determined to be the most advantageous to the Township based on the results of the final technical and financial evaluation in accordance with the State of New Jersey Public Contracting Law. That recommendation will be made based upon all financial and non-financial factors identified in this Request for Proposal and may or may not be awarded to the proposer with the lowest cost proposals.

3.5 The Township reserves the right to:

- Reject all proposals or issue modified Requests for Proposals at any time before an award
- Meet with proposing vendors to review proposals and obtain clarification of proposal details
- Award a single vendor or select a number of vendors that meet the Township's needs
- Procure software/hardware for installation/maintenance by the awarded vendor from the lowest possible sources whether it be the awarded vendor, competitive bids, state contract, regional co-operative or other lower cost vendors.

All information included in this proposal is considered to be accurate but subject to clarification and/or correction.

SECTION IV – PROPOSAL

PROPOSAL INSTRUCTIONS:

Any vendor wishing to submit a proposal must provide a letter of intent by :

Thursday, May 19, 2022 @ 11:00 A.M.

Please email intent letter to:

John O. Gross
Chief Financial Officer
jgross@westorange.org

with a copy to:

Panayiota Reynolds
Purchasing Agent
preynolds@westorange.org

Any vendor who does NOT submit a letter of intent stating its intention to submit a proposal on or before Thursday, May 19, 2022 @ 11:00 A.M. will NOT be considered qualified for an award pursuant to this Request for Proposal.

All qualified vendors may attend pre-proposal meeting if it is determined by the Township if one is needed. All will be notified.

No verbal questions will be entertained. Written answers to any and all questions received from any vendor(s) will be provided to all vendors who have submitted a Letter of Intent by Thursday, May 19, 2022 @ 11:00 A.M. via email. At the discretion of the Township, an in person or video meeting of all of the qualified vendors may be scheduled in order to address any complex issues that arise.

All qualified vendors wishing to propose these services must submit their proposal and complete the following Network Managed Services Questionnaire in its entirety, and return both in a sealed envelope to the attention of:

Panayiota Reynolds, Purchasing Agent
Township of West Orange
66 Main Street
West Orange, New Jersey 07052

No later than Wednesday, June 8, 2022 @ 10:00 A.M. Faxed and/or emailed proposals will not be accepted.

Vendor Qualifications to Support Technologies Currently in Use: please respond yes or no to each of the following:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is Microsoft Certified Partner, Silver or Gold. Yes / No
- Please indicate whether Vendor is a Microsoft Certified Systems Engineer MCITP-
- Enterprise Admin on staff full time. Yes / No
- Please indicate whether Vendor is Dell SonicWALL Partner with a CSSA on staff Yes / No
- Please indicate whether Vendor is Dell EqualLogic Certified Partner Yes / No
- Please indicate whether Vendor is VMware Enterprise Partner V5.x with a VCP on staff Yes / No
- Please indicate whether Vendor is Datto Certified partner Yes/ No
- Please indicate whether Vendor is a minimum of 6, W2 employees to ensure support coverage Yes / No
- Vendor will supply a minimum of 3 government references where they are currently performing similar services. Yes / No
- Vendor's headquarters and support staff are located in New Jersey. Yes / No
- All work will be performed by vendor's full time employees - not sub-contractors Yes / No
- Vendor has been in business for at least 10 years Yes / No
- Vendor has never declared Bankruptcy Yes / No
- Vendor has a system in place to provide the City with periodic detailed audit reports of all time billed with dates, time spent and issues addressed. The City may request these audit reports at any time. Yes / No

Uniformed Network

- Has Vendor Installed/Upgraded/Maintained any systems in the last 3 years in accordance with the CJIS security policy? Yes / No

- Has vendor ever conducted IT Security Audit with the FBI's CJIS Unit? Yes / No
- Is vendor willing to provide signed/executed Security Addendum Certificate? Yes / No
- Is vendor willing to have all personnel subject to background checks? Yes / No
- Please indicate whether Vendor is Symantec Certified Partner Silver or Gold Yes / No
- Please indicate whether Vendor is VERITAS Certified Partner Yes / No
- Please indicate whether Vendor is certified Veeam partner Yes / No

Vendor will be required to have the following technical qualifications:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is certified or has 3 years' experience supporting the following and have current references using these products:
- Microsoft Windows 2003/2008 R2/2012 R2 Yes / No
- Configuring of Domain Controllers Yes / No
- Streamline Active Directory with proper rights and permissions. Yes / No
- Microsoft Exchange 2010/2013 Yes / No
- Microsoft Outlook Web Access Yes / No
- Microsoft Terminal Services Yes / No
- Dell Servers Yes / No
- Dell Tape Libraries Yes / No
- Dell EqualLogics SAN devices Yes / No
- Dell SonicWALL Firewall Configurations Yes / No
- Dell SonicWALL ViewPoint/Analyzer software Yes / No
- Dell SonicWALL Site to Site VPN tunnels and VPN client access Yes / No
- Dell SonicPoint Wireless Solutions Yes / No
- Dell web managed switches Yes / No

- VMware vSphere 5.x Virtualization software Yes / No

Uniformed Network

- Veeam Replication/Backup software Yes / No
- Configuring Symantec End Point Security Software Yes/No
- Configuring Symantec Backup Exec and agents for Disaster Recovery, Open Files and Exchange, Symantec Backup Exec System Recovery Yes / No

Vendor will be required to provide credentials and certifications for above upon request. Yes / No

Vendor will be required to perform the following duties:

- Provide a mid-level technician on location 8 hours/week to support local desktops and services
Yes / No
- Have remote desktop and monitoring software on all desktops and servers and monitor 24/7
Yes / No
- Provide the name of the monitoring software and services it monitors Yes/No
- Perform monthly server maintenance Yes / No

PROPOSAL 2

Price Proposal Form – All Non-Uniformed Services Proposal – Network and Desktop Support

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software					
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature

_____ Title _____ Address By (please print)
_____ City, State, Zip

_(_____)_____- _____ Telephone Number _____/_____/_____ Date

Price Proposal Form - All Police/Fire services, All Non-Uniformed Services, specific project based proposals and general services

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
			Discounts for Additional years		
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software					
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal					

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts: _____

_____ Firm Signature
 _____ Title _____ Address By (please print)
 _____ City, State, Zip
 () - Telephone Number / / Date

PROPOSAL 4

Price Proposal Form – General Project Based Proposals

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
			Discounts for Additional years		
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature
 _____ Title _____ Address By (please print)
 _____ City, State, Zip
 () - _____ Telephone Number _____ / / _____ Date

PROPOSAL 1-A (ALTERNATE)

Price Proposal Form – To be determined by Vendor

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature
_____ Title _____ Address By (please print)
_____ City, State, Zip

(_____) _____ - _____ Telephone Number _____ / ____ / _____ Date

SECTION V-GENERAL INSTRUCTIONS AND MANDATORY FORMS

GENERAL INSTRUCTIONS TO BIDDERS

1. The Township of West Orange reserves the right to reject any or all bids, or to waive any informalities in the bids, and unless otherwise specified by the bidder, to accept any item in the bid, should it be deemed in the best interest of the Township of West Orange to do so.
2. In case of default by the bidder or contractor, the Township of West Orange may procure the articles or services from other sources and hold the bidder or contractor responsible for any excess cost occasioned thereby.
3. The bidder, if awarded a contract, agrees to protect, defend and save harmless the Township of West Orange against any damage for payment for the use of any patented material process, article or devise that may enter into manufacture, construction, or form a part of the work covered by either order or contract, and the bidder further agrees to indemnify and save harmless the Township of West Orange from suits or actions of every nature and description brought against it, for, or on account of any injuries or damages received or sustained by any party or parties by, or from any of the acts of the contractor, his servants or agents.
4. The contractor shall maintain sufficient insurance to protect against all claims under Workers Compensation, General Liability and Automobile and shall be subject to approval for adequacy of protection and certificates of such insurance shall be provided to the Township of West Orange when required.
5. It is to be understood by the bidder that this bid is submitted on the basis of specifications prepared by the Township of West Orange and the fact that any bidder is not familiar with these specifications or conditions will not be accepted as an excuse.
6. Each bid must be signed in ink by the person authorized to do so.
7. Bidders must use the proposal form furnished by the Township of West Orange when submitting their bid, if applicable.
8. Non-Collusion Affidavit must be completed and included with bid.
9. Insert prices for furnishing all of the material and/or labor described or required. Prices shall be net, including any charges for packing, crating, containers, etc. and all transportation charges fully prepaid by the contractor. F.O.B. destination and placement at locations specified by the Township of West Orange. No additional charges will be allowed for any transportation costs resulting from partial shipments made at the vendor's convenience when a single shipment is ordered.

10. Payments will be made upon the approval of vouchers with the requirements of the Township of West Orange and subject to the Township of West Oranges customary procedures.
11. Contract will be awarded on a (Line Item) or (Lump Sum) basis, if applicable.
12. Award will be made by Township of West Orange within sixty (60) days after receipt of bids.
14. Prevailing Wage & Labor Laws. The New Jersey prevailing Wage Act (P.D. 1963, Chapter 150) and provisions of the State Labor Laws shall be compiled with by the successful bidder in construction contracts.
15. The Township of West Orange is exempt from any State sales tax or Federal excise tax.
16. The contract, if applicable, shall be in effect for one (1) year from date of award unless otherwise stated. Continuation of the terms of this contract beyond December 31 is contingent on availability of funds in the following year's Budget and in the event of unavailability of such funds; the Township of West Orange reserves the right to cancel this contract.
17. Bids may be hand delivered or mailed per legal notice to bidders. In case of mailed bids, the Township of West Orange assumes no responsibility for bids after the designated date and time and will return late bids to the bidder unopened.
18. Mandatory: Bidder shall provide copy of their Business Registration Certificate. In addition, Contractors providing services for regarding construction or repair of a public building must provide copy of Public Works Contractor Registration Certificate.
19. No interpretation of the meaning of the specifications will be made to any bidder orally. Every request for such interpretations should be in writing to the Purchasing Agent and to be given consideration must be received at least five (5) days prior to the date fixed of the opening bids. Any and all such interpretations and any supplemental instruction will be mailed to all prospective bidders (at the respective addresses furnished for such purpose) not later than three (3) days prior to the date fixed for the opening of bids. Failure of any bidder to receive any such addenda or interpretations shall not relieve any bidder from any obligation under his bid submitted. All addenda so issued shall become part of the contract document.
20. Mandatory: Bidder shall submit Disclosure of Ownership Form stating the names and addresses of all stockholders in the corporation or partners in the partnership, who own a 10% or more of its stock, or any class, or of all individual partners in the partnership who own a 10% or greater interest therein, as the case may be.
21. In case of default by the bidder or contractor, the Township of West Orange may procure the articles or services from other sources and hold the bidder or contractor responsible for any excess cost occasioned thereby.

22. Pay to Play Requirements Contractors are advised of the responsibility to file an annual disclosure statement on political contributions with the New Jersey Election Enforcement Commission, pursuant to N.J.S.A. 19:44-20.13(P.L. 2005, c, 271, s.3), if the contractor receives contracts in excess of \$50,000 in the aggregate from public entities during the calendar year. It is the contractor's responsibility to determine if filing is necessary. Additional information on this requirement is available from ELEC at 888-313-3532 or at www.elec.state.nj.us

Business Registration Certification and Public Works Contractor Registration Certification

Effective September 1, 2004, the State has expanded its Contractor Registration Program to local Government contracts, P.L. 2004, c57. All business organizations that do business with a local government agency are required to be registered with the State. The business must provide proof of that registration to the local government agency before that local government agency can enter into a contract with the business. A copy of the Business Registration Certificate must also be on file before any purchase order/voucher or other contracting document can be issued.

Contractors are responsible for notifying subcontractors.

Further information and registration can be obtained online from the NJ Treasury, Division of Revenue or by calling (609) 292-1730.

P.L. 1999 Chapter 238. The Public Works Contractor Registration Act specifies that no contractor or subcontractor shall bid on or engage in any contract (or part thereof) for public work which is subject to the provisions of the "New Jersey Prevailing Wage Act", P.L. 1963 C. 150 (c. 34:11-56.25 et seq.) for the construction, reconstruction, demolition, alteration, repair, or maintenance of a public building regularly open to and used by the general public or public institution, and includes any subcontractor or lower tier subcontractor of a contractor unless they are registered with the Commissioner of Labor.

AFFIDAVIT OF NON-COLLUSION

The undersigned bidder of full age, being duly sworn according to law depose and hereby specifically certifies that:

- A. To the best of the bidder's knowledge and belief, the annexed bid proposal for this project has not been prepared in collusion with any other bidder of like item or services and the prices, discounts, terms and conditions thereof have not been directly or indirectly communicated by or on behalf of the bidder to any person other than the recipient of the bid and will not be communicated to any person prior to the official opening of the bid.
- B. The bidder fully understands that no premiums, rebates, or gratuities are permitted either with, prior to, or after signing of contract. Any violation will result in cancellation and removal from the bid list.
- C. The bidder further certifies that the undersigned has the necessary authority, to sign this stipulation stating that the bidder has not entered into any agreement, or otherwise taken any action in restraint of free competitive bidding in connection with this bid.

All references to the bidder are understood to include the undersigned and all principals, partners and officers of the bidder.

(Name of Business Entity)

Subscribed and sworn to before me

this day of _____, 20_____.

(Signature)

(Print Name of affiant)

Notary Public of

My Commission expires _____

(Seal)

STOCKHOLDER DISCLOSURE CERTIFICATION

Please Check One:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned _____.

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned _____.

PLEASE CHECK TYPE OF BUSINESS ORGANIZATION:

Partnership _____ Limited Partnership _____ Limited Liability Corp _____

Corporation _____ Sole Proprietorship _____ Limited Liability Partnership _____

Subchapter S Corp _____

PLEASE CHECK APPROPRIATE BOXES AND SIGN BELOW:

Stockholders:

Name: _____

Home Address: _____

Name: _____

Home Address: _____

Name_____

Home Address: _____

Owner or Representative Signature

Print Name & Title

Notary public

Sworn before me this day of 20____.

(Signature)

(Seal)

TOWNSHIP OF WEST ORANGE

DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Proposer: _____

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that the person or entity, or one of the person or entity's parents, subsidiaries, or affiliates, is not identified on a list created and maintained by the New Jersey Department of the Treasury as a person or entity engaging in investment activities in Iran. If the Director finds a person or entity to be in violation of the principles which are the subject of this law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring, declaring the party in default and seeking debarment or suspension of the person or entity.

I certify, pursuant to Public Law 2012, c. 25, that the person or entity listed above for which I am authorized to submit a proposal: Must check appropriate boxes

☐ Is not providing goods or services of \$20,000,000 or more in the energy sector of Iran, including a person or entity that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran, and

☐ Is not a financial institution that extends \$20,000,000 or more in credit to another person or entity, for 45 days, or more, if that person or entity will use the credit to provide goods or services in the energy sector in Iran.

In the event that a person or entity is unable to make the above certification because it or one of its parents, subsidiaries, or affiliates has engaged in the above referenced activities, a detailed, accurate and precise description of the activities must be provided in part 2 below to the New Jersey Turnpike Authority under penalty of perjury. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

Part 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the proposer, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

Name: _____ Relationship to Proposer: _____

Description of Activities:

Duration of Engagement: _____ Anticipated Cessation Date: _____

Proposer Contact Name: _____ Contact Phone Number: _____

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above referenced person or entity. I acknowledge that the Township of West Orange, State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the Township to notify the Township in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the Township of West Orange, State of New Jersey and that the Township at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): _____ Signature: _____

Title: _____ Date: _____

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE 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, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity 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, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter 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 meet targeted county employment goals established in accordance with 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, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality 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 targeted 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, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality 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 Approval

Certificate of Employee Information Report

Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at www.state.nj.us/treasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the office 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 Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

REQUIRED EVIDENCE

AFFIRMATIVE ACTION REGULATIONS N.J. S.A. 10:5-31, et seq. (N.J.A. C. 17:27)

If awarded a contract, the Bidder will be required to comply with the requirements of N.J.S.A. 10:5--31, et seq., and N.J.A.C. 17:27 et seq. The vendor shall submit to the Township one of the following three documents as forms of evidence:

1. Appropriate evidence that the Contractor is operating under an existing federally approved or sanctioned affirmative action program; or
2. A Certificate of Employee Information Report Approval issued in accordance with N.J.A.C. 17:27-4; or
3. An initial Employee Information Report (AA302) consisting of forms provided by the Affirmative Action Office and completed by Contractor in accordance with N.J.A.C. 17:27-1.1 et seq.

Bidders may obtain the Employee Information Report (AA302) from the New Jersey Department of the Treasury, Division of Contract Compliance & Equal Employment Opportunity and Equal Employment Opportunity in Public Contracts (Division).

NO BIDDER MAY BE ISSUED A FORMS CONTRACT UNLESS THEY COMPLY WITH THE AFFIRMATIVE ACTION REGULATIONS OF N.J.S.A. 10:5-31, et seq.

The following questions must be answered by all Bidders:

1. Do you have a federally-approved or sanctioned Affirmative Action Program?
Yes (If yes, submit a copy of such approval.) No ____
2. Do you have a State Certificate of Employee Information Report approval?
Yes (If yes, submit a copy of such approval.) No ____

The undersigned Bidder certifies that he is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31, et seq., and N.J.A.C. 17:27 et seq. and agrees to furnish the required documentation pursuant to the law.

COMPANY: NAME: _____

SIGNATURE: _____ TITLE: _____

****A contractors bid must be rejected as non-responsive if the successful vendor fails to submit either 1,2 or 3 within the time specified. ****

AMERICANS WITH DISABILITIES ACT OF 1990

Equal Opportunity for Individuals with Disability

The contractor and the Township of West Orange, (hereafter "TOWNSHIP") do hereby agree that the provisions of Title 11 of the Americans With Disabilities Act of 1990 (the "Act") (42 U.S.C. §12101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs, activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the TOWNSHIP pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the TOWNSHIP in any action or administrative proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the TOWNSHIP, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages, of whatever kind of nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the TOWNSHIP's grievance procedure, the contractor agrees to abide by any decision of the TOWNSHIP which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the TOWNSHIP, or if the TOWNSHIP incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The TOWNSHIP shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the TOWNSHIP or any of its agents, servants, and employees, the TOWNSHIP shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading, or other process received by the TOWNSHIP or its representatives.

It is expressly agreed and understood that any approval by the TOWNSHIP of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the TOWNSHIP pursuant to this paragraph.

It is further agreed and understood that the TOWNSHIP assumes no obligation to indemnify or save harmless the contractor, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the TOWNSHIP from taking any other actions available to it under any other provisions of the Agreement or otherwise at law.

TOWNSHIP OF WEST ORANGE

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned Bidder hereby acknowledges receipt of the following addenda:

Please assign the number, date and initial.

Addendum Number (Initial)	Dated	Acknowledge Receipt
------------------------------	-------	---------------------

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

☐

No addenda was received.

Acknowledged for: _____
(Company Name)

By: _____
(Signature of Authorized Representative)

Name: _____
(Print)

Title: _____

Date: _____

Political Contribution Disclosure Statement Pursuant to Chapter 2, Section 68 of the Revised General Ordinances of the Township of West Orange

Pursuant to Section 2-68.1 of the Revised General Ordinances of the Township of West Orange, please set forth below all political contributions in cash or in kind of two hundred (\$200.00) dollars or more made within five (5) years of the date of acceptance of a proposal for a negotiated contract with the Township of West Orange, or within five (5) years of the notice of award for a bid contract with the Township of West Orange, either directly or indirectly, by the individuals or any of the principals of the business entity completing this form or by the business entity itself, to any elected official of the Township of West Orange currently in office or any political organization affiliated with an elected official of the Township currently in office.¹

<u>Name of Individual/Entity Making Contribution</u>	<u>Amount of Contribution</u>	<u>Recipient of Contribution</u>	<u>Date of Contribution</u>

If you have <u>NOT</u> made any contributions within the scope of Section 2-68.1, as set forth above, please X the line to the right.	NONE

I hereby certify under penalty of perjury that the information provided herein is true and accurate to the best of my knowledge, information and belief.

The current elected officials of the Township include the following: Mayor Robert D. Parisi; Councilwoman Cindy Matute-Brown, Councilman Bill Rutherford; Councilwoman Susan McCartney, Councilwoman Michelle Casalino; and Councilwoman Tammy Williams.

Company Name

Authorized Signature

Printed Name

Date

SECTION VI – BIDDERS CHECK LIST

Mandatory Items-

Please submit one (1) original and one (1) copy which can be on a usb or flash drive

Business Registration Certification _____

Stockholders Disclosure Statement _____

Affirmative Action Compliance Notice _____

Iranian Disclosure Form _____

Non Collusion Affidavit _____

Proposal Form (s) _____

Addenda Acknowledgement _____

Political Disclosure Certification _____

Exhibit “B”



Microcomputer Consulting Group Inc.
53 West 36th Street, Suite 404
New York, NY 10018
Tel: 212.244.8985

MCG, Inc.
HSH

Price Proposal

MCG, Inc. is proposing on two of the options the RFP is looking for.

Proposal Form 2 – All Non-Uniformed Services – Network and Desktop Support
Proposal Form 4 – General Project Based Proposals

The forms supplied by the RFP are included with this document.

Proposal Form 2 – All Non-Uniformed Services – Network and Desktop Support

The proposal recurring monthly costs are inclusive of all aspects presented in the Technical Requirements including 8 hours per week on site support, 4-8 hours on site server maintenance per month, desktop, server, and network proactive monitoring, Help Desk and server remote support, issue resolution for all TOWO equipment listed in Non-Uniformed section, coordination of issue resolution for third party hardware and software, licensing use of ticketing system, reports, and web portal, access to remote control software for TOWO IT use, periodic on site management review meetings, and 2-4 hours additional consulting hours per month to be used at discretion of TOWO.

Price incentives for 5 year agreement include reduced once per year increases to less than 5% for recurring and 10% reduction for hourly rate for project based work.

Proposal Form 4 – General Project Based Proposals

This proposal states the hourly rate for project related work if MCG, Inc. is not selected as the vendor to supply services for Proposal Form 2. It therefore only shows rates per hour.

MCG, Inc. is amenable to discussing project based work on a fixed fee basis.

**Response To RFP For Network Managed Services
The Township of West Orange**

HSH
5/26/2022

MSA

NOT BIDDING

PROPOSAL 1.

Price Proposal Form – All Police/Fire Services Proposal – Network and Desktop Support

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software	_____	_____	_____	_____	_____
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature

_____ Title _____ Address By (please print)

_____ City, State, Zip

() - _____ Telephone Number _____ / / _____ Date

WY

PROPOSAL 2

Price Proposal Form – All Non-Uniformed Services Proposal – Network and Desktop Support

Proposer Name: MCG, Inc.

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	<u>\$4400</u>	<u>\$4500</u>	<u>\$4600</u>	<u>\$4600</u>	<u>\$4600</u>
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software	_____	_____	_____	_____	_____
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	<u>\$160/hr.</u>	<u>\$160/hr.</u>	<u>\$165/hr</u>	<u>\$165/hr</u>	<u>\$165/hr</u>

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

Kenneth Goldberg Firm Signature
53 West 36th St. Apt 404 Title President Address By (please print)
NY, NY 10018 City, State, Zip

(212) 244 - 8985 Telephone Number 05/26/2022 Date

Watt
 37
 5/26/2022

NOT BIDDING

PROPOSAL 3

Price Proposal Form - All Police/Fire services, All Non-Uniformed Services, specific project based proposals and general services

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software	_____	_____	_____	_____	_____
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

 _____ Title _____ Address By (please print)
 _____ City, State, Zip
 (____) _____ - _____ Telephone Number _____ / ____ / _____ Date

PROPOSAL 4

Price Proposal Form – General Project Based Proposals

Proposer Name: MCG, Inc.

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	<u>\$170/hr.</u>	<u>\$170/hr.</u>	<u>\$175/hr</u>	<u>\$175/hr</u>	<u>\$175/hr.</u>

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

Kenneth Goldberg Title President Address By (please print)
53 West 36th St, Suite 404 NY, NY 10018 City, State, Zip
(212) 244-8985 Telephone Number 05 126/2022 Date

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5/26/2022

NOT NEEDED

PROPOSAL 1-A (ALTERNATE)

Price Proposal Form – To be determined by Vendor

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

 _____ Title _____ Address By (please print)
 _____ City, State, Zip
 (____) _____ - _____ Telephone Number _____ / ____ / _____ Date

Vendor Qualifications to Support Technologies Currently in Use: please respond yes or no to each of the following:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is Microsoft Certified Partner, Silver or Gold Yes/ No
- Please indicate whether Vendor is a Microsoft Certified Systems Engineer MCITP- YES
- Enterprise Admin on staff full time Yes/ No
- Please indicate whether Vendor is Dell SonicWALL Partner with a CSSA on staff Yes/ No
- Please indicate whether Vendor is Dell EqualLogic Certified Partner Yes/ No
- Please indicate whether Vendor is VMware Enterprise Partner V5.x with a VCP on staff Yes/ No
- Please indicate whether Vendor is Datto Certified partner Yes/ No
- Please indicate whether Vendor is a minimum of 6, W2 employees to ensure support coverage Yes/ No
- Vendor will supply a minimum of 3 government references where they are currently performing similar services. Yes / No
- Vendor's headquarters and support staff are located in New Jersey. Yes / No
- All work will be performed by vendor's full time employees - not sub-contractor(s) Yes/ No
- Vendor has been in business for at least 10 years Yes/ No
- Vendor has never declared Bankruptcy Yes/ No NEVER
- Vendor has a system in place to provide the City with periodic detailed audit reports of all time billed with dates, time spent and issues addressed. The City may request these audit reports at any time. Yes/ No

Uniformed Network

Not bidding MS

- Has Vendor Installed/Upgraded/Maintained any systems in the last 3 years in accordance with the CJS security policy? Yes / No

- Has vendor ever conducted IT Security Audit with the FBI's CJIS Unit? Yes / No
- Is vendor willing to provide signed/executed Security Addendum Certificate? Yes / No
- Is vendor willing to have all personnel subject to background checks? Yes / No
- Please indicate whether Vendor is Symantec Certified Partner Silver or Gold Yes / No
- Please indicate whether Vendor is VERITAS Certified Partner Yes / No
- Please indicate whether Vendor is certified Veeam partner Yes / No

Vendor will be required to have the following technical qualifications:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is certified or has 3 years' experience supporting the following and have current references using these products:
- Microsoft Windows 2003/2008 R2/2012 R2 Yes/ No
- Configuring of Domain Controllers Yes/ No
- Streamline Active Directory with proper rights and permissions. Yes / No
- Microsoft Exchange 2010/2013 Yes/ No
- Microsoft Outlook Web Access Yes / No
- Microsoft Terminal Services Yes / No
- Dell Servers Yes / No
- Dell Tape Libraries Yes/ No
- Dell EqualLogics SAN devices Yes / No
- Dell SonicWALL Firewall Configurations Yes/ No
- Dell SonicWALL ViewPoint/Analyzer software Yes / No
- Dell SonicWALL Site to Site VPN tunnels and VPN client access Yes/ No
- Dell SonicPoint Wireless Solutions Yes/ No
- Dell web managed switches Yes/ No

- VMware vSphere 5.x Virtualization software ☒ Yes / No

Uniformed Network

- Veeam Replication/Backup software Yes / No
- Configuring Symantec End Point Security Software Yes/No
- Configuring Symantec Backup Exec and agents for Disaster Recovery, Open Files and Exchange, Symantec Backup Exec System Recovery Yes / No

Vendor will be required to provide credentials and certifications for above upon request. ☒ Yes / No

Vendor will be required to perform the following duties:

- Provide a mid-level technician on location 8 hours/week to support local desktops and services ☒ Yes / No
- Have remote desktop and monitoring software on all desktops and servers and monitor 24/7 ☒ Yes / No
- Provide the name of the monitoring software and services it monitors ☒ Yes/No *into RMM*
- Perform monthly server maintenance ☒ Yes / No

MCG, Inc.

Employee	Certification	Certification	Certification	Certification	Certification	Certification	Certification
Peter Beierle	Dell Blade Server Solutions - Technical v3 0613 DBSSTT0409WBTT	Power Edge VRTX Technical v4 0914 VRTXT0613WBTT	Dell PowerEdge Server Solutions - Technical DPES0909WBTT	RSA SecurID Installation, Configuration and Administration	Datto Certified Advanced Technician (DCAT) in Datto Continuity	Technical Specialist 2 - Equivalency to DCDS Certificate	Sophos Central Engineer Certification
Joe Pullara	Sophos Cloud - Certified Engineer	Sophos Fundamentals - Certified Engineer	CompTIA A+	Datto Tech Specialist Datto Deployment Specialist	Webroot Certification Huntress Certification	Teramind Specialist SonicWall Firewall Certified	Dell Server Specialist
Richard Tirado	VMWare vSphere: Fast Track [V5.5]	Dell Blade Server Solutions - Technical v3 0613 DBSSTT0409WBTT	Power Edge VRTX Technical v4 0914 VRTXT0613WBTT	Dell PowerEdge Server Solutions - Technical DPES0909WBTT			
Joseph Larrosa	CompTIA A+	Datto Certified Practitioner in RMM	Datto Certified Practitioner in Autotask PSA	Datto Certified Practitioner in Datto Continuity for Microsoft Azure	Datto Certified Practitioner in SaaS Protection	Datto Certified Deployment Specialist in Datto RMM	
Quaid Pollonais	Datto Certified Deployment Specialist in RMM						
Madeline Marte	CompTIA A+	Apple ACMT	Datto RMM Deployment Specialist	Autotask PSA Practitioner			

MCG Inc.



MCG, Inc.

Employee Name	Start Date	Title
Peter Beierle	12/8/99	Sr. Network Engineer
Joe Pullara	8/8/11	Network Engineer
Richard Tirado	12/8/10	Sr. Network Engineer
Joseph Larrosa	2/12/18	Help Desk/Escalation Manager
Quaid Pollonais	3/8/21	Help Desk Technician
Madeline Marte	9/10/18	Help Desk Technician