

Township of Pemberton
500 Pemberton-Browns Mills Road
Pemberton, NJ 08068-1539
(609) 894-8201

The Township of Pemberton is seeking proposals for the provision of computer network and information technology consulting, and general services.

All responses to this request must be received at the Township Clerk's Office **no later than**
10:00 A.M. on April 12, 2018

Responses shall be opened and publicly read on said date and time in Room #10, Council Chambers, Pemberton Township Municipal Building, 500 Pemberton-Browns Mills Rd., Pemberton, New Jersey. The specifications are set forth below. Firms that respond shall indicate in their responses that they meet all specifications required herein. All respondents are advised that they shall comply with the requirements of P.L. 1975, c. 127 (N.J.S.A. 10:5-31).

Specifications for Computer Networking and Information Technology Consulting and General Services

Term of Contract – Two Years commencing upon approval and execution of a contract

Cost – Respondents shall indicate in writing the proposed cost of services per month during the two years of the contract.

Certifications – Vendor

Successful bidders must provide written evidence of current membership in:

- Microsoft Gold Certified Partner Program
- SynergyDE Certified Partner Program

Certifications - Technicians

All successful bidders must provide copies of certifications for each technician assigned or to be assigned to this contract. Respondent must provide documentation that they have, on staff, technicians who have successfully completed certifications and trainings listed below:

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Database Administrator (MCDBA)
- Microsoft Certified Professional (MCP)
- CompTIA A+

Competency:

The successful bidder must also have multiple technicians/engineers on staff with documented competency in the following areas:

- IBM SystemX SAN storage technologies
- VMWare ESX Infrastructure virtualization
- Microsoft Server 2008 and/or newer version(s)
- Microsoft Exchange Server 2010 and/or newer version(s)
- Microsoft SQL Server 2005 and/or newer version(s)
- 3Com networking technologies
- Synergy DE Application Framework
- Astaro Security Gateway Firewall/VPN technologies
- Axis IP Video
- Microsoft Active Directory in multi-site, multi-forest, multi-domain environment

Requirements:

- All technicians will have a police records check and will submit to having their fingerprints taken prior to entering and administering service to all systems, including the Police Department, within the Township.
- Proposed price shall include all services specified herein for all four (4) Township buildings/locations: Municipal Complex, Department of Recreation Office, Senior Citizen Center, and Teen Center.
- On-site support by Microsoft Certified technicians for no less than 8 hours per week, and unlimited phone support.
- Address all Township owned and operated systems, including approximately seventy (70) workstations/laptops, three (3) servers, and specialty systems located in the Police Department.
- Provide online managed, image based off-site backup of up to 300 GB of critical system data to a minimum tier 2 secure facility, maintaining archived data as required by Township policy, State and Federal regulations.
- Troubleshoot and provide possible repair to internet connectivity, email and other common problems with connectivity to all areas.
- Provide management of all applications, data, server and files.
- Provide 24 x 7 monitoring of all critical systems and network components. All system events and critical service parameters must be monitored with appropriate alerting when parameters exceed specified operating ranges.
- Manage and maintain virus protection and spam software notifications including all emergent threats as needed.
- Advise and recommend Township policies regarding acceptable computer use and best practices with regard to the networking and computing infrastructure.
- Provide end user training for MS Office products as requested.
- Coordination of proprietary software vendors as needed.
- Coordinate IT requirements between departments.
- Maintain, repair and install all hardware, including departmental software as needed.
- Provide Emergency Service within a 24 hour time frame.

- Make unbiased recommendations relating to the purchase of hardware/software to support operational requirements of each municipal department. Recommendations should take into account the interoperability and compatibility of existing of projected systems.
- All repairs to equipment under warranty shall be handled in accordance with the warranty agreements.
- The successful bidder shall include remote telephone support 24 hours per day, 7 days per week.

The successful bidder will be required to supply a certificate of insurance with evidence of workers compensation (Statutory amount), general liability (see Instructions), and auto liability (see Instructions) for its employees and shall name the Township as an additional insured with a 30 day notice of cancellation. See Instructions to Bidders for more detailed requirements.

Payment under said contract shall be made monthly. The Township is a government agency and is tax exempt. All successful bidders shall comply with all employment and labor laws of the State of New Jersey.

The Township reserves the right to revise or cancel said contract with a 60-day written notice to the successful bidder.