

BOROUGH OF BERLIN

REQUEST FOR QUALIFICATIONS FOR INFORMATION TECHNOLOGY SERVICES

NOTICE IS HEREBY GIVEN that pursuant to a fair and open process in accordance with N.J.S.A. 19:44A-20.5, sealed qualifications will be received by the Borough of Berlin at its offices at 59 South White Horse Pike, Berlin, New Jersey 08009, on Tuesday, May 29, 2018 at 10:00 a.m., prevailing time, for the following:

Internet Technology Services

Term: January 1, 2018 to December 31, 2018.

I. PURPOSE: The purpose of this Request for Qualifications is to solicit interest from qualified firms and/or individual to provide professional IT services for the Borough of Berlin. A qualified firm and/or individual will be selected through a competitive, quality-based, fair and open process at the sole discretion of the Borough.

II. PROCEDURES FOR RESPONDING TO REQUEST FOR QUALIFICATIONS.

1. One copy of the qualification, inclusive of all information required at Section D hereof, should be provided as a hard copy to the Borough Clerk located at 59 South White Horse Pike, Berlin, New Jersey 08009 or emailed to the CFO at mkwasizur@berlinnj.org. No qualifications will be accepted after the date set forth above. Qualifications must be submitted in a sealed envelope with the name of the firm or individual submitting the proposal clearly marked on the outside of the envelope. The Borough assumes no responsibility for delays in any form of carrier, mail, or delivery service causing the proposal to be received after the above-referenced due date and time. Submission by fax & telephone are not permitted. The final selection shall be made in the sole discretion of the Mayor and Council.
2. All questions regarding this Request for Qualifications should be made in writing to Michael Kwasizur, Certified Municipal Finance Officer, Borough of Berlin, 59 South White Horse Pike, Berlin, New Jersey 08009 (856-767-7777 X311).

III. CRITERIA FOR EVALUATION OF QUALIFICATIONS. The Request for Qualifications Review Committee will independently evaluate each submission and selection will be made upon the following criteria:

1. Experience and reputation in the field;
2. Knowledge of the subject matter of the services to be provided to the Borough;
3. Knowledge of the Borough, its affairs and operations;

4. Availability to accommodate any required meetings of the Borough;
5. Rate Structure;
6. Compliance with the minimum qualifications established by the Borough for the position;
7. Other factors determined to be in the best interest of the Borough.

IV. PROPOSAL REQUIREMENTS: The Borough of Berlin is requesting qualifications for Information Technology Services. Proposals should include the following sections, further detailed below.

1. Scope of Services
2. Resume
3. Facilities
4. Conflict of Interest
5. Fees

V. DETAILED EXPLANATIONS: The following explains what the Borough expects in each of the major sections:

1. **SCOPE OF SERVICES:** - The Borough of Berlin is requesting qualification statements to provide professional services for the Borough of Berlin for all professionals set forth below. Your response should detail the firm or individual's qualifications to provide that type of service.

The minimum qualifications established by the Borough for the professional appointments are as follows:

A. INTERNET TECHNOLOGY SERVICES

Must have at least five (5) years of experience working with clients using Edmunds financial software and must also be a have the designation of a Microsoft Certified Professional. Must be able to provide three (3) government references proving that you have worked with their Edmunds software.

1. Network Administration and Troubleshooting.

- 1 – Identify and correct problems with the Local Area Network and Wide Area Network as the arise
- 2 – Configure firewall for maximum security and flexibility.
- 3 – Operate and manage billing and payment of Microsoft Office 365
- 4 – Operate and manage Office 365 email search portal and manage

indefinite email backup as well as be able to produce copies of any requested emails

5 – Must complete OPRA email requests with-in the 7-day allowable response window

2. Server Administration.

1 – Keep server up to date and secured.

2 – Ensure backups are being performed and stored correctly.

On-site backups need to be done *hourly* and offsite backups *daily*.

This backup needs to be done for our DPW water plant that needs to have PCs backed up daily. DPW also needs daily backup for SCADA information and sewer video machine videos that are created via software stored on the DPW PCs

3 – Create user accounts and manage security policies as well as provide anti-virus software for all Borough PC's

4 – Rebuild the server and restore its systems from backup in case of server failure, restart virtual server remotely in case of onsite failure to eliminate downtime

5 – Manage Virtual PCs that run on the server which allow access to our Server from our outside offices

3. Desktop System Installation and Support.

1 – Assist staff with various computer related questions to ensure smooth day-to-day operation of the facility.

2 – Install and set up new and rebuilt computers, including installing operating system and any necessary software, setting them up on the network, setting them up for backups, adjusting email client settings.

3 – Install and set up new office equipment (printers, scanners, fax machines, copiers, etc.

4 – Make sure all machines are up to date and free of viruses and spyware.

5 – Perform minor hardware repairs (such as replacing hard drive, upgrading memory, etc.).

4. Hardware Purchase Consultation.

1 – Assist in hardware purchase decisions and perform the purchasing for all hardware and software that the Borough utilizes (for ex. adobe pro monthly subscription). Available to order all our new computers etc thru the IT consultant.

2. **RESUME** - All resumes submitted to the Borough of Berlin shall include the following:

1. Name and address of your firm and the corporate officer authorized to execute agreements.

2. A brief description of your firm's history, ownership, organizational structure, location of its management, and licenses to do business in the State of New Jersey.

3. The names, experience, qualifications, and applicable licenses held by the individual primarily responsible for servicing the Borough and any other person(s), whether as employees or subcontractors, with specialized skills that would be assigned to service the Borough.

4. A listing of local governmental clients with which you have similar contracts; include the name, address and telephone number of the contact person. Please designate at least two (2) governmental entities as references.

5. A statement of your firm's insurance coverage. Firms need not provide an insurance certificate specific to the Borough in responding to this RFP. An insurance certificate will be required prior to commencing work after selection of a firm to provide services relative to a specific project.

6. A statement of assurance to the effect that your firm is not currently in violation of any regulatory rules and regulations that may have an impact on your firm's operations.

3. **FACILITIES – OFFICE LOCATIONS:**

1. For your firm's facilities which will service this project:

- i) The location
- ii) Firm personnel assigned to this location
- iii) Activities of the firm performed at this location

2. For those facilities and activities located elsewhere, please explain the activities performed elsewhere and why these are best performed at a different office. Firms where all activities are performed at one location should leave this paragraph blank.

4. **CONFLICT OF INTEREST:** - Disclosure of any potential conflicts of interest that the firm may have in performing these services for the Borough of Berlin.

5. **FEES** - Set forth in detail your compensation proposal.

VI. COMPLIANCE: In addition, all qualifications shall comply with P.L. 1977, c.33 requiring submission of a statement of corporate ownership, N.J.S.A. 52:32-44 requiring submission of a New Jersey Business Registration Certificate; and with P.L. 1975, c.127 and N.J.A.C. 17:27-1 et seq., requiring compliance with equal employment opportunity and affirmative action laws and the submission of proof of compliance therewith.

VII. RESERVATION OF RIGHTS: The Borough reserves the right to reject any and all qualifications, in whole or in part, and to waive any immaterial defect or informality in any

proposal as may be permitted by law.