

**REQUEST FOR QUALIFICATIONS AND PROPOSALS
FOR I.T. PROFESSIONAL CONSULTANT UNDER THE FAIR AND OPEN PROCESS**

NOTICE IS HEREBY GIVEN to all applicants for submission of qualifications and proposals for the position set forth herein, that the Borough shall take into consideration the following criteria and such other factors as required by law, which will be weighed by the Mayor and Council of the Borough of Englewood Cliffs as the basis for awards for professional services most advantageous to the Borough.

The Borough of Englewood Cliffs is soliciting proposals for the following: IT Consultant.

The following criteria shall be considered:

I. The Borough of Englewood Cliffs is soliciting proposals through the fair and open process in accordance with *N.J.S.A. 19:44A-20.4 et seq.*

On January 3, 2019, the Borough introduced Ordinance 19-01,

RE: INTRODUCTION OF ORDINANCE 19-01 TO REPEAL ORDINANCE 18-18 ENTITLED PUBLIC CONTRACTING REFORM ORDINANCE. Ordinance 19-01 is scheduled for Public Hearing on January 15, 2019.

II. **SCOPE OF SERVICES** - The successful proposer will be able to provide technical assistance and system administration related to the Borough's network system including Administrative, Tax/Finance, Police, DPW and Building Departments. Responsibility for troubleshooting computer problems, maintaining the network to prepare for future needs and preventing and managing technical issues.

The Scope of Work includes, but is not limited to, the following:

- a. Pro-active system maintenance for all network devices (i.e. warranty, network and asset status), including routine maintenance, monthly reviews and security management to prevent cyber-attacks;
- b. On-site visits, minimum of four (4) hours per week;
- c. Emergency response within a two (2) hour maximum response time, for operational issues, servers down, email access, network performance, network connectivity and other system issues;
- d. Status reports to the Borough's IT officer responsible for IT services;
- e. Provide 24-7 coverage with four (4) hour emergency on site network and technical support, when required, to Englewood Cliffs Police Department;
- f. Provide 24-7 phone support, remote monitoring and email support for all departments;
- g. Provide regular support and updates for Microsoft Operating Systems, Microsoft Office Suite, Microsoft Exchange Server, network firewall, system security, back-up appliance, Linux, anti-virus and other software applications;
- h. Provide preventative maintenance, troubleshooting, network server/workstation maintenance, updates, upgrades, installations, configurations and troubleshooting of any and all software and hardware for workstations, servers and printers at all locations;
- i. Act as a point of contact for issues relating between the network and the Police Department proprietary applications including, but not limited to, the following: CAD/RMS, MDT, NCIC, MCAS, MCS and other systems not completely listed herein;
- j. Knowledge of and ability to run CAT5e, CAT6 and fiber cables in various buildings.
- k. IT Consultant must have current MCSE certifications or higher as well as CCNA or CCDA certifications for routers and switches.
- l. Working knowledge and expertise with Cisco equipment (CCNA/CCDA)
- m. Experience and proficiency with State and Federal criminal databases interfaces of NCIC, CJIS, AOC, Enforsys Blue and BEAST;
- n. Demonstrate successful experience in supporting MUNIDEX finance, tax applications, Spatial Data, Microsoft Operating Systems, Microsoft Office Suite, Microsoft Exchange Server, network firewall, system security, back-up appliance, Linux, anti-virus and other software applications;
- o. Access to monitoring Internet web portal info service and work order ticketing electronically;
- p. Support and maintain data backup and recovery and e-mail archiving;
- q. Troubleshoot (either remotely or on-site) hardware and software problems;
- r. Maintain hardware/software inventory and license documentation;
- s. Provide for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction;

- t. Monitor network security usage and perform necessary system 'housekeeping';
- u. Document information system processes and procedures and assist with network security.

III. Documentation as follows:

- a. Resume and letter application;
- b. Statement of Conflicts of Interest or lack thereof;
- c. Statement of a minimum of five (5) years' experience with Municipal, County or State public agencies identifying agencies, contact persons for each agency and dates of service;
- d. Copies of all required Certifications;
- e. Experience and reputation in the field for the sought position;
- f. Experience and knowledge of the Borough of Englewood Cliffs;
- g. Availability to accommodate any required meetings of the Borough;
- h. Designated professional and support staff and location of firm's offices;
- i. References in general, in particular from municipal entities where the professional has provided similar services as those sought in the Borough of Englewood Cliffs;
- j. Business Registration Certificate, Liability Insurance, Certificate of Employee Information Report, Compliance with Americans with Disabilities Act, Disclosure of Ownership and Affidavit of Non-Collusion;
- k. Hourly Rate Schedule, Per Diem Rate and Monthly Retainer; and,
- l. Such other documentation as required by applicable laws.

IV. The selected consultant and its employees designated to work for the Borough must pass a criminal background check.

V. Selection of professional shall be based solely on the Borough's evaluation of the criteria set forth in this Notice and the submitted material and applicable laws and regulations.

VI. Submit one (1) original of all requested materials, along with a PDF version on CD, in a sealed envelope, marked with the position sought and addressed to Lisette Duffy, RMC, Borough Clerk, Borough of Englewood Cliffs, 482 Hudson Terrace, Englewood Cliffs, New Jersey, 07632 to be received on or before Tuesday, January 29, 2019, at 2:00 p.m.

BOROUGH OF ENGLEWOOD CLIFFS

Lisette Duffy, RMC, Borough Clerk

Dated: January 7, 2019

