

BOROUGH OF ENGLEWOOD CLIFFS
CRITERIA FOR SUBMISSION OF QUALIFICATIONS FOR
PROFESSIONAL CONTRACTS UNDER THE
FAIR AND OPEN PROCESS

NOTICE IS HEREBY GIVEN, for all applicants in position set forth more fully in a notice of publication for submission of qualifications that shall take into consideration the following factors, which will be weighed by the Mayor and Council of the Borough of Englewood Cliffs as the basis of an award for professional services most advantageous to the Borough:

- I. Englewood Cliffs is seeking proposals to hire s IT Consultant and Management Services to provide information technology (IT) services to the Borough's Administrative offices, Police Department, and Department of Public Works. Any consultant seeking a contract must have experience providing IT service to Municipal, County or State governments within the state of New Jersey
- II. The successful proposer will demonstrate qualifications, experience, and abilities to perform the scope of services detailed in this Request for Proposal.
- III. Resume and letter application for professional position including all documentation that provides the following for evaluation by the Borough Council:

SCOPE OF SERVICES

The successful proposer will be able to provide technical assistance and system administration related to the Borough's network system which includes the Police department and the DPW offices. They will be responsible for troubleshooting computer problems, maintaining the network to prepare for future needs, and preventing and managing technical issues.

The Scope of Work for the requested services includes, but is not limited to:

- A. Provide proactive 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. Proposer must 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 for the Administrative Offices, Police, and Department of Public Works
- B. IT Consultant and Management Services on-site visits, minimum of four (4) a week, this includes assisting users with operational issues and/or emergency response (i.e. servers are down or there is no email access) within a two (2) hour maximum response time including inspecting network performance, all network connectivity and providing status reports to the Borough's IT officer responsible for IT services.
- C. Provide 24-7 coverage with four (4) hour emergency on site network and technical support when required to Englewood Cliffs Police Department.
- D. Provide 24-7 phone support, remote monitoring, and email support for all departments.
- E. Provide regular support and updates to Microsoft Operating Systems, Microsoft Office Suite, Microsoft Exchange Server, network firewall, system security, back-up appliance, Linux, anti-virus and other software applications for the Administrative Offices, Police, and Department of Public Works.
- F. 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.
- G. Act as a point of contact for issues relating between the network and the Police Department proprietary applications not limited to: CAD/RMS, MDT, NCIC, MCAS, MCS and other systems not completely listed herein,

- H. Knowledge of and ability to run CAT5e, CAT6 and fiber cables in various buildings.
- I. IT Consultant must have current MCSE certifications or higher as well as CCNA or CCDA certifications for routers and switches.
- J. Working knowledge and expertise with Cisco equipment (CCNA/CCDA)
- K. Must be experienced and proficient with State and Federal criminal databases interfaces of NCIC, CJIS, AOC, and Enforsys Blue, BEAST.
- L. Access to monitoring Internet web portal info service and work order ticketing electronically.
- M. Support and maintain data backup and recovery and e-mail archiving.
- N. Troubleshoot (either remotely or on-site) hardware and software problems.
- O. Maintain hardware/software inventory and license documentation.
- P. Provide for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction.
- Q. Monitor network security usage and perform necessary system “housekeeping.”
- R. Document information system processes and procedures, and assist with network security.

PROPOSAL REQUIREMENTS

- S. Supply proof of a minimum of six (6) years’ experience with Municipal, County or State public agencies including dates of service.
 - T. All consultants must comply and pass a background check.
 - U. Must have 1,000,000.00 Professional Liability Insurance or higher.
 - V. Schedule of fees to be charged by the hour.
 - W. Copy of Business Registration Certificate and Certificate of Employee Information Report with the State of New Jersey
- II.** Submit one (1) copy of all requested materials, along with a PDF version on a CD in a sealed envelope addressed to Catherine Steinel, Borough Administrator, Borough of Englewood Cliffs, 482 Hudson Terrace, Englewood Cliffs, New Jersey, 07632 to be received on or before 10:00 a.m. Thursday, February 15, 2018.

BOROUGH OF ENGLEWOOD CLIFFS
By: Catherine Steinel, Borough Administrator