

Borough of South Toms River
REQUEST FOR PROPOSAL
Technology Managed Services



ISSUE DATE: January 29, 2018

DUE DATE: February 19, 2018

RESPONSE LOCATION:
Borough of South Toms River
Attn: (Mario Trafficante)
Borough Hall
19 Double Trouble Road
South Toms River, NJ 08757

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I. Disclosure Notice

The Borough of South Toms River (referred to as the “Borough”) is soliciting written proposals for a managed service provider to serve the specified facilities throughout the Borough. The Borough invites proposals from Vendors that have had experience in maintaining the technology infrastructure in municipalities and other organizations of similar size and complexity in the region, and that have the staff capacity and expertise to do so for the Borough.

The Borough of South Toms River requests to receive one electronic copy on a USB Drive in a sealed envelope and five sealed printed proposals sent to Borough, ATTN (Mario Trafficante), Borough Hall, 19 Double Trouble Road, South Toms River, NJ 08757 by 2pm, February 19, 2018. All proposal components included should be labeled “Technology Managed Service RFP”. Pricing details should be included in a separate envelope and labeled “Managed Service Pricing”. Failure to comply will result in disqualification.

Vendors are prohibited from communicating directly with any employee of the procuring departments except as specified in this Request for Proposal (“RFP), and no other Borough of South Toms River employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFP. Vendors may contact the contact (Mario Trafficante) only via the terms specified in this RFP. The Borough of South Toms River will solicit proposals from Vendors interested in participating by emailing (mjt@bluefrontgroup.com) prior to the RFP close date. It is required that any responses to the RFP will remain in effect for a period of 90 days from the deadline for submission of proposals or until it is formally withdrawn, a contract is executed, or this proposal is canceled, whichever occurs first.

The Borough of South Toms River reserves the right to amend this RFP at any time prior to the date the responses are due. Any such amendment will be sent via email to participating bidders and email will be the sole method used for notification of changes. All documents, including bids, submitted to the Borough become the property of the Borough. They will be received and are subject to the provisions of the Public Records Law.

The Borough of South Toms River will base its decision criteria upon the items listed in section II F. The responses will be evaluated by a cross-functional and departmental committee representing those departments directly impacted by the result of the RFP. The awards will be voted on this committee and the Business Administrator will have the final approval and signing authority. The Borough and its committee members reserve the right to accept or reject any and all proposals received as a result of this RFP to waive minor informalities or technical deficiencies, and to contract for some, all, or none of the products and services as a result of this RFP. The Borough of South Toms River further reserves the right to negotiate with any or all qualified Vendors and to cancel in part or in its entirety this RFP if it is in the best interest of Borough of South Toms River. The Borough also reserves the right to accept any proposal that it may deemed to be in the best interest of the Borough and to negotiate the terms and conditions of any proposal leading to execution of a contract.

This RFP does not commit the Borough to any specific course of action. The Borough reserves the right to not select any Vendor or purchase any goods and services resulting from this RFP and does not commit the Borough to approve a Statement of Work (“SOW”), pay any costs incurred in the preparation of a Vendor’s response to this RFP, or to procure or contract for products or services. While the Borough has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Vendors. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this RFP is intended to relieve Vendors from forming their own opinions and conclusions with respect to the matters addressed in this RFP. To the extent that materials and supplies are used or incorporated in the performance of this Contract, for the Borough the Vendor is considered an exempt purchaser. The tax-exempt number is 22-1859596. The Vendor shall be responsible for paying all other taxes and tariffs of any sort, related to the work.

II. RFP Overview & Instructions

A. Overview

The Borough currently uses a mixture of services including desktops, laptops, servers, switches, carrier services, Hosted IP phone system. The Borough seeks to replace services supporting site listed in the table below. There may be some services deemed as no longer needed and the Vendor must assist with the “clean-up” and cancellation of any unnecessary services. The service will be replaced via a phased approach, the details of which will be determined with the successful proposal prior to contract execution. The Borough is interested in agreements up to 36 months. Please note, structured cabling is not a component of this RFP.

Locations, Vendor Services, and Handset Count

Name	Address	Current Services
Borough Hall	19 Double Trouble Rd South Toms River, NJ 08757	Hosted IP Phone System SIP Trunks Unlimited Outbound/Inbound Domestic Calling Business Class Internet Server Monitoring Desktop Support Online Backup

The selected Vendor will be our primary source for the following:

- Vendor Experience and Vision: Evaluation of the Vendor's history and experience in intelligent network infrastructures, utilizing state of the art technologies. The Borough is looking to partner with a Vendor that has vision and leadership in the industry.
- Vendor Support/Service Capabilities: Remote/Onsite serviceability, technical support of the entire infrastructure and applications and Vendor reputation.
- Scalability & Reliability: Upgrades to the installed infrastructure as necessary with ease while maintaining disaster recovery or back-up plans as new technologies are introduced.
- Leading Edge Technology: The ability to incorporate future requirements and technological advances.
- Installation and configuration: Complete implementation of the replacement of the proposed services.

Any Vendor finding ambiguity, inconsistency, or error shall promptly notify the Borough of such. Vendor requiring clarification or interpretation of the proposal document shall do so in writing by email to the contact person for this proposal, (Mario Trafficante), as identified in section B and by the Question Deadline listed below. Correction and/or additions to the proposal document will be done by addendum. All other corrections, interpretations, or changes made to the proposal document in any manner will not be binding.

The Borough will not accept any stipulations or other exceptions to the terms stated in this RFP, unless such stipulations are deemed to be in the best interests of the Borough, as determined solely by the Borough. Information obtained from any other source is not official and should not be relied upon.

The proposals require a written response. If you would like to attach documentation to support your answers, please do so. However, a summary answers should stand on its own. The quality of the response to the RFP will be viewed as an example of the Vendor’s capabilities. The RFP asks questions about functionality, approach, and pricing. If you require any clarification, provide the questions in writing via email by the below Question Deadline to mjt@bluefrontgroup.com.

Only existing services will be considered. Services under development, in planning, or at beta test will not be considered. However, Vendors can include additional information about future developments or plans under separate attachment.

Submissions must be received by 2pm on February 19, 2018. Responses received later than the date and time specified will not be considered. All responses shall remain in effect for a minimum of ninety (90) days. All technical proposal components envelopes should label as “Managed Services RFP” on the front of the envelope. Pricing details in a separate sealed envelope and labeled “Managed Service Pricing”. Failure to comply will result in disqualification from the process.

B. Schedule of Events & Format

Schedule of Events

Activity	Date
RFP Released	January 29, 2018
Vendor Questions Deadline	February 5, 2018
Borough Responses Provided	February 12, 2018
Proposal Due Date	February 19, 2018
Evaluation of Proposals	February 19, 2018 – March 5, 2018
Selected Vendor Announced	March 6, 2018
Implementation	March 8, 2018 – April 26, 2018

Proposals are due **no later than 2 p.m. EST, February 19, 2018**. Late responses will not be considered. Submit responses to:

Mario Trafficante
Borough of South Toms
River
Borough Hall
Administrator’s Office
19 Double Trouble Rd
South Toms River, NJ 08757
mjt@bluefrontgroup.com

All submitted proposals will be considered the property of the Borough and should include copies of product descriptions for the proposed equipment.

Name one person to be the coordinator for your RFP response and for any clarification activities, which might be necessary.

Contact Name:

Company:

Title:

Address:

Phone:

Email:

Fax:

C. Contract

The proposal should include a contract for all proposed services. If the Vendor does not wish to submit an actual contract with the proposal, due to different alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the proposal. Borough's standard T&Cs may apply and need to be addressed with Vendor finalists. All finalists are expected to adhere to New Jersey Law and its contracting terms.

D. Confidentiality

All material submitted by The Borough must be treated as confidential and cannot be used for any other purpose than the response to this RFP. Information submitted by any Vendor will be considered confidential to The Borough of South Toms River and will not be used for any other purpose than evaluating Vendor responses.

E. Selection Process & Evaluation Criteria

A number of factors will influence the Borough's decision in selecting the product and Vendor providing it. The Borough will select the most responsive and responsible Vendor responding, taking into consideration their experience, staff capacity, references, and plan implementing the proposed service as well as the proposal price. The winning proposal will be the one which is deemed most advantageous to the Borough, as determined by a combination of the overall evaluation criteria and the price information.

The Borough's evaluation criteria will be based upon the standards of Highly Advantageous, Advantageous, Not Advantageous, and Unacceptable. The following ratings will be used to measure the relative merits of each proposal. Those proposals that do not meet those requirements will be judged unacceptable.

Definition of Ratings:

Highly Advantageous – Proposal excels on a specific criterion.

Advantageous – Proposal fully meets the evaluation standard that has been specified.

Not Advantageous – Proposal does not fully meet the evaluation standard, is incomplete, and/or unclear.

Unacceptable – Proposals that do not meet the minimum requirements.

1. Redundancy, Sustainability, Survivability, and Resiliency

Emergency response is a critical component of the Borough's needs. Up time and availability are among the most critical component of the selected solution. A successful proposal will detail their services capabilities and options as it relates to such terms. The ability to demonstrate this is required. The selected Vendor will be asked to demonstrate this functionality as part of the implementation on an annual basis. A Vendor who does not address and comply with this section will be considered unacceptable resulting in elimination from the selection process. References who can speak to how well this works within their environment will be considered highly advantageous for the Vendor.

2. Infrastructure Growth and Expansion

The proposed infrastructure shall be able to grow and expand in an incremental manner to handle additional services without major equipment replacement and/or massive retrofits.

3. Total Cost of Service

The lowest total cost of the service, i.e., maintenance, MAC work, and T&M rates will be considered highly advantageous for the Vendor.

4. Vendor Experience

Bidders must state the number of years the company has been in the business of providing project-based information technology professional services. A minimum of three years of experience in this business is required. The Vendor with the most years or experience, most thorough responses, and positive feedback in the areas below and section III will be considered highly advantageous for the Vendor.

- Years of business experience
- Years of experience with the proposed service
- Project Management expertise
- Installation, training, service, support personnel, and certifications
- Verifiable quality of service provided by Vendor to area customers
- References; be sure to include repeat business customers

5. Project Management

The proposal must detail the Vendor's project management methodology and approach, which will be taken if selected. Vendors must describe two projects that they have completed by or before the issue date of this RFP. The description must include the customer name, the start and end dates, the approximate dollar value, the purpose of the project, phases of the project, and the outcome. The two projects must be representative of the references supplied in your response and references will be asked about Vendor's ability to demonstrate project management skills, particularly for a phased implementation. **Thorough and concise responses** in this area will be considered highly advantageous for the Vendor.

Please note that the Borough will select the Vendor based upon the best overall solution, value, and favorable responses, and is not obligated to select the lowest price bidder. Selected Vendor must work within the scheduling parameters as defined by the respective participating Borough department implementations.

F. Discrimination in Employment and Affirmative Action

The Vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or physical or mental handicap. The Vendor agrees to comply with all applicable Federal and State statutes, rules and regulations discrimination in employment including: Title VII of the Civil Right Act 1973 and all relevant administrative orders and executive orders.

G. Indemnification

The contractor agrees to indemnify and save the Borough of South Toms River harmless against any and all damages, costs and expenses which it may suffer or pay out of reason of any claims, actions, rights of action, in law or equity, arising out of performance of the work and resulting from injuries or damage occurring to, or caused in whole or in part by the contractor and any of his/her officers, employees or representatives or firm directly or indirectly engaged by the contractor.

H. Contractor's Insurance

The Contractor shall furnish evidence to the Borough of South Toms River that, with respect to the operations he performs, he carries Contractor's Public Liability Insurance providing for a limit of not less than a monetary value of \$1,000,000 for all damages arising out of bodily injuries or death in any accident, and Contractor's Property Damage Liability Insurance providing for a limit of not less than a monetary value of \$1,000,000 for all damages arising out of injury to or destruction of property, subject to that limit per accident a total (or aggregate) limit of a monetary value of \$1,000,000 for all damages arising out of injury to or destruction of property during the policy period. Such property damage and public liability insurance must cover all the various types and items of work that are to be undertaken, including the operation of motor vehicles, by the Contractor or his/her agents or employees in connection with the performance of services under this Agreement, whether or not the motor vehicles are owned by

the Contractor, hired or otherwise. Such public liability and property damage insurance shall be carried at the Contractor's expense and must carry a clause or rider reflecting the Contractor's agreement to assume the cost of defense and indemnify and save harmless the Owner, together with its officers, employees and agents, from all suits, loss, costs or damage arising out of or attributable to claims related to the work. If any part of the work is sublet, similar insurance shall be provided by or in behalf of the subcontractors to cover their operations.

Each insurance policy and each certificate of insurance shall name the Borough of South Toms River as an additional insured and shall contain the stipulation that no cancellation of such insurance, whether by the insurer or by the insured, shall be valid unless written notice thereof is given by the party proposing cancellation to the other party and to the Borough of South Toms River at least fifteen days prior to the intended effective date thereof, which date shall be expressed in said notice. Notice of cancellation sent by the party proposing cancellation by certified mail, postage prepaid, with a return receipt of the addressee requested, shall be sufficient notice.

The Contractor expressly acknowledges that neither he/she nor his/her agents, employees or subcontractors are entitled to coverage or will be covered under any insurance policy in the name of the Borough of South Toms River or any department, agency or body thereof.

I. Compliance with Labor Laws

The Contractor shall comply with all applicable federal, state and/or local laws, regulations or ordinances governing the employment of labor in the performance of services under this Agreement.

J. Assignment

The contractor may not enter into subcontracts without prior written permission from the Borough of South Toms River; the existence of any subcontracts shall not release or reduce the contractor liability for any breach of contract.

K. Severability

If any term or condition of the contract is found to be legally invalid, that finding will not affect the enforcement of the remainder of the contract upon which the invalid portion has no effect.

L. Waiver

If the Borough waives the breach of a specific term or condition of the contract that does not mean it waives any other breaches. Breaches of contract may only be waived in writing.

M. Fees, Permits, Licenses

The contractor shall be responsible for obtaining any required permits, licenses, or inspections and for payment of any associated fees. If there are Borough permit fees, they will be waived.

N. Governing Laws

The laws and statutes of the State of New Jersey shall govern the contract.

O. Non-Collusion Statement

The signer of any proposal submitted in response to this RFP certifies that his proposal has not been arrived at collusively or otherwise in violation of the laws of the United States and the State of New Jersey.

III. Vendor Background

A. Company Information

1. List your company's legal name, address, and telephone number.
2. How long has your company been in business?
3. Please list any certifications and/or state contracts your company currently holds.
4. How long has your company or division been providing business Vendor services and related equipment?
5. How many employees do you have?
6. How many technicians are certified on the proposed equipment?
7. Do you utilize the proposed service in your office?
8. When were the first models of services you are proposing installed at customer sites?
9. How many customers do you have utilizing the proposed service?
10. What differentiates your organization and its products in the industry?
11. Please provide your company's financial standings if a publicly traded organization.

B. References

Provide a minimum of three references for customers with operations similar to ours. One reference should be in the NJ area. Include contact names, telephone numbers, and addresses and brief summary of how they are utilizing the service?

The Vendor must demonstrate experience and capability in installation and maintenance of the proposed service, by providing evidence of successfully completing projects of similar size and scope. Please submit references for projects of similar scope and complexity. Minimum requirements for this criterion include:

- A minimum of two (2) projects performed for municipal clients
- A minimum of two (2) projects in which the service/platform proposed herein was installed by the Vendor
- A minimum of two (2) projects involving services of similar size and complexity

** If the same two references are applicable for all of the above, please provide two points of contact for each reference.*

Please provide the following information with its reference projects:

- Customer name and location
- Contact person(s): name, title and telephone number
- Vendor's project manager for the engagement
- Service and size (# of locations)
- Service installation date
- Years service being maintained by the Vendor
- Any special features or functionality implemented or proposed

The Borough may make any investigations as it deems necessary to determine the ability of Vendors to perform the work, and Vendors shall furnish the Borough all such information and data for this purpose as the Borough may request.

IV. Project Management

A critical component of the Borough's evaluation of the Vendor will be the team of individuals that the Vendor proposes. The Vendor shall identify and appoint a competent and experienced Project Manager to act as its resident representative, and to supervise its employees and partners/sub-contractors/third party providers during the installation, cutover, and final testing of the service. The Vendor shall not replace the Project Manager without the Borough's written approval.

The Vendor shall also identify additional key personnel who shall support the designated Project Manager, and be available to the Borough in the absence of the primary Project Manager. The Vendor shall clearly describe escalation procedures available to the Borough. Once the key project team members have been assigned and accepted, the Borough will reserve the right to approve any proposed substitutions.

All Vendor employees and sub-contractors' employees are subject to CORI background checks.

The Vendor shall not rely on Borough staff for support in excess of normal project participation. The Borough will supply a single point of contact to coordinate the Borough's resources that will participate in the project. Borough staff participation is expected to include providing access to facilities, providing documentation, attendance at project meetings, and coordination among Borough departments. The Vendor shall clearly identify any Borough resources it requires.

V. Business Vendor Service Requirements

A. General Requirements

1. Provide proposed configuration recommendations based current infrastructure details.
Please note, this is subject to change and Vendors should respond to the best of their ability.

VI. Pricing

A. Pricing

Provide full service listing, including feature pricing.

Location Name	Service	Unit Price	Quantity	Total Cost
<i>Example: Borough Hall</i>	<i>Support</i>	<i>\$20</i>	<i>2</i>	<i>\$40</i>
*				

**Rates should include all fees and a list of available ancillary features should be included at the end.*

B. Discounts

Please provide details regarding discounts applied and being offered.

VII. Installation Service and Maintenance

Explain in detail the installation process and proposed approach for installation at the municipality.

Provide details regarding maintenance and service calls, including what are your *response times* for:

1. Complete service failure (define a service failure)
2. Major service malfunction (define a major failure)
3. Minor service malfunction (define a minor failure)
4. Station outages (define a station outage)
5. Explain in detail your *service capabilities* on:
6. A major problem. (as defined above)
7. A minor problem. (as defined above)
8. Is service available 24 hours a day, 7 days per week?
9. What is your guaranteed response time for Move and Change activity? Define exceptions, if any.
10. Where is your local installation/maintenance office located?
11. How many installation/maintenance personnel do you have within the local area, which are certified to work on the service(s)?

Thank you for your time and participation in this RFP process.