# THE BOROUGH OF MENDHAM
## INFORMATION TECHNOLOGY SERVICES (IT)
## REQUEST FOR COMPETITIVE CONTRACTING PROPOSALS (RFP)
## EVALUATION COMMITTEE REPORT 2024

The purpose of this competitive contract, RFP is to secure services from a qualified firm/individual to provide the Borough of Mendham with Information Technology Services.

Each proposal was reviewed by the Borough Attorney and QPA for substantial compliance with the RFP and for fulfillment of the mandatory requirements.  Proposals were received from:

> PeggNet Computers LLC
> ItCon Inc.

Each proposal was evaluated and ranked by the Evaluation Committee using the following weighted criteria: Organizational Capacity, Program Elements and Implementation Plan, and Budget. Consideration of the award was given to the proposal that is most beneficial to the Borough of Mendham, with the highest-ranking score and with price and other factors considered.

Competency and responsibility of contractors, their facilities, and experience in similar work was considered in making the award decision, as well as costs.

| EVALUATION CRITERIA | | | | | | MAXIMUM POINTS |
|---|---|---|---|---|---|---|
| 1. | **Organizational Capacity** | | | | | **40** |
| | a. | Prior Experience in Delivery of Similar IT Service | | 20 | | |
| | b. | Management Experience & Personnel Qualifications | | 20 | | |
| 2. | **Program Elements & Implementation Plan** | | | | | **40** |
| | a. | Service Integration & Coordination | | 20 | | |
| | b. | IT Services Specifications | | 20 | | |
| 3. | **Budget** | | | | | **20** |
| | **TOTAL POSSIBLE POINTS** | | | | | **100** |

## JUSTIFICATION FOR SELECTION OF PEGGNET COMPUTERS

The IT Evaluation Committee recommends the award to PeggNet Computers.  PeggNet Computers provided the most complete documentation and detailed RFP information. It demonstrated the most extensive ability and experience to manage the Boroughs IT needs as well as experience providing overall Consultancy, Ongoing Support Services, Proactive Care Services, Training, Maintenance, Service Installation and Repair of IT Structure. PeggNet Computers submitted the proof of

certifications required as part of proof of qualifications. PeggNet Computers' bid was the most cost-efficient bid for a three-year contract for the Borough of Mendham.

| PROPOSAL FOR TECHNOLOGY SERVICES | | |
|---|---|---|
| YEAR | PEGGNET | ITCON |
| 1 | $ 77,000.00 | $ 206,200.00 |
| 2 | $ 80,850.00 | $ 196,200.00 |
| 3 | $ 84,892.00 | $ 196,200.00 |
| TOTAL | $ 242,742.00 | $ 598,600.00 |

# SCORING & RANKING

| EVALUATION CRITERIA | | EVALUATOR | | | | | | SCORE |
|---|---|---|---|---|---|---|---|---|
| BIDDER: PeggNet Computers | MAXIMUM | Bushman | Smith | McNichol | Vallaire | McBride | Timoney | |
| 1. Organizational Capacity | | | | | | | | |
| a. Prior Experience in Delivery of Similar IT Service | 20 | 19 | 20 | 20 | 18 | 20 | 18 | 19.17 |
| b. Management Experience & Personnel | 20 | 19 | 15 | 18 | 20 | 15 | 18 | 17.50 |
| TOTAL | 40 | 38 | 35 | 38 | 38 | 35 | 36 | 36.67 |
| 2. Program Elements & Implementation Plan | | | | | | | | |
| a. Service Intergration & Coordination | 20 | 19 | 20 | 19 | 20 | 15 | 19 | 18.67 |
| b. IT Services Specifications | 20 | 19 | 20 | 20 | 20 | 20 | 20 | 19.83 |
| TOTAL | 40 | 38 | 40 | 39 | 40 | 35 | 39 | 38.50 |
| 3. Budget | | | | | | | | |
| TOTAL | 20 | 19 | 20 | 20 | 20 | 15 | 19 | 18.83 |
| TOTAL POSSIBLE POINTS | 100 | 95 | 95 | 97 | 98 | 85 | 94 | 94.00 |

| EVALUATION CRITERIA | | EVALUATOR | | | | | | SCORE |
|---|---|---|---|---|---|---|---|---|
| BIDDER: ItCon | MAXIMUM | Bushman | Smith | McNichol | Vallaire | McBride | Timoney | |
| 1. Organizational Capacity | | | | | | | | |
| a. Prior Experience in Delivery of Similar IT | 20 | 18 | 10 | 19 | 15 | 10 | 18 | 15.00 |
| b. Management Experience & Personnel | 20 | 18 | 15 | 17 | 15 | 15 | 15 | 15.83 |
| TOTAL | 40 | 36 | 25 | 36 | 30 | 25 | 33 | 30.83 |
| 2. Program Elements & Implementation Plan | | | | | | | | |
| a. Service Intergration & Coordination | 20 | 19 | 10 | 18 | 15 | 15 | 18 | 15.83 |
| b. IT Services Specifications | 20 | 19 | 15 | 18 | 15 | 20 | 15 | 17.00 |
| TOTAL | 40 | 38 | 25 | 36 | 30 | 35 | 33 | 32.83 |
| 3. Budget | | | | | | | | |
| TOTAL | 20 | 11 | 10 | 20 | 9 | 10 | 5 | 10.83 |
| TOTAL POSSIBLE POINTS | 100 | 85 | 60 | 92 | 69 | 70 | 71 | 74.50 |

# PEGGNET COMPUTERS
# PROPOSAL SUMMARY & EVALUATION

## QUALIFICATION STATEMENT

***This includes the ability to demonstrate a clear understanding of the expected performance and fulfill adequately the stated requirements***

PeggNet Computers has been engaged in providing technical services for school districts, educational service commissions, agencies, municipal government and small businesses since 2002. They have a proven track record of providing expertise in IT Technical support. They create strategic partnerships with all their clients to provide integration, support and managed services that can proactively keep your system up and running. They are a full-service Managed Service Provider (MSP). PeggNet services include engineering, design, installation, integration, maintenance, support, repair and/or replacement of any technology component associated with the sites. We specialize in providing fast and friendly end user support.

***The contractor will be evaluated on suitability for the tasks required.***

It has decades of experience in providing managed IT services to municipalities and other public sector entities, they bring the necessary expertise, resources and infrastructure to meet all the outlined requirements.

***Proposals should contain complete discussions regarding IT services delivery and qualifications***

PeggNet is able to interface with specialty software and vendors from a technical perspective. Their procedural specialists are able to meet regularly with staff on planning short- and long-term goals and initiatives necessary to promote continued efficacy of municipal technology. They will also assist with technology vision and mission, budget planning and procurement of hardware services in accordance with state regulations. Monthly reporting is provided to key personnel with network and hardware assessments. Quarterly business reviews are scheduled to determine potential weaknesses/pain point areas and develop appropriate strategy to remediate them. PeggNet also maintains databases of accurate on-hand inventory and delivers lifecycle management to funnel into future refresh plans. PeggNet is also a Lenovo Authorized Warranty Service Center.

***Receipt of high-quality service is of great importance to the Borough***

PeggNet indicated it will provide fast and friendly end user support.

## PERSONNEL STATEMENT

Christopher McManus is the president of PeggNet LLC

PeggNet lists its staff as comprised of Certified Security Engineers, Certified Systems Engineers, Certified Network Administrators, Device and End-User Support, Anti-Virus and Malware Specialists

PeggNet attached various certifications of their various employees

## LOCATION OF REPONDENTS SERVICING OFFICE
PeggNet LLC is located at 4 East Main Street, Mendham, NJ


## DETAILED SPECIFICATIONS
PeggNet demonstrated it has 22 years of experience in providing managed IT services to municipalities and other public service entities, PeggNet brings the necessary expertise, resources and infrastructure to meet all outlined requirements. PeggNet's scope of service include: systems consulting, systems integration, application and hardware support, installation and maintenance, maintenance of Boroughs current applications, networks and operational assistance, hardware and peripheral maintenance, monitoring and emergency notifications, monthly network/firewall and anti-virus reports, Microsoft Office and Office 365 Government support. Their ongoing support services include: remote and on-site response, computer systems licensing management, network and Wi-Fi administration, support and troubleshooting, firewall and anti-virus program management, server administration and support, backup support and compliance, network and system security, desktop, laptop and tablet support, staff assistance with applications. They provide IT proactive services: server monitoring, maintenance and alerts, workstation monitoring maintenance and alerts, network monitoring and maintenance. Additional capabilities: staff training, new equipment setup, backup and restore services, minor hardware repairs and vendor coordination.

# 1. Organizational Capacity (total 40 points)

### A. Prior Experience in delivery of Similar IT Services (20 points)

***This is based on the contractor's demonstrated ability to provide IT services in a competent and expeditious manner and availability of qualified staff, equipment and facilities***
PeggNet has provided technical services for schools, educational service commissions, agencies, municipal government and small businesses since 2002. Has a track record of providing expertise in IT technical support. PeggNet has experience within the Managed Service Provider market has enabled them to provide award winning nationally, state, and locally recognized solutions and business outcomes.

***Provide examples of types of relevant contracts that contractor has previously entered, including type of contracting entity, location of the work, and general types of service provided. Identify if worked with federal, state or local governments or school districts***
PeggNet provided 4 currents contracts with school districts in NJ

***Meet minimum of three (3) years of experience in providing similar IT services to similar organizations***
PeggNet has been incorporated since 2002. Each of the 4 contracts mentioned are over 3 years in duration.

### B. Management experience and Personnel Qualifications (20 points)

***Technical expertise shall be demonstrated by past successes providing government agencies or private companies with similar services***
PeggNet has provided technical services for schools, educational service commissions, agencies, municipal government and small businesses since 2002. A proven track record of providing expertise in IT technical support.

***What evidence suggests that contractor has the ability and commitment to achieve the results stated above?***
PeggNet creates a strategic partnership with all their clients to provide integration, support and managed services that can proactively keep your system up and running.

***The Project Manager and other service delivery personnel will be evaluated on their knowledge, experience, prior collaboration, and successful completion of IT Services like that requested in this RFP***
PeggNet lists its staff as comprised of Certified Security Engineers, Certified Systems Engineers, Certified Network Administrators, Device and End-User Support, Anti-Virus and Malware Specialists.
Network Administrators directly manage district SIS systems. This includes performing all software updates, keeping them in compliance with all state mandated reporting, performing server/database migrations and integration with other systems using API tools

***Describe who is actually going to provide the service and will be responsible for achieving results***
PeggNet provided documentation on staff qualifications, but did not indicate who will be responsible for handling Mendham Borough.

***Include information about other members of the service team***
PeggNet attached various certifications of their various employees

## 2. Program Elements and Implementation Plan (40 points)
### A. IT Service Integration and coordination (20 points)

***Describe how contractor will work with the Borough to manage IT services needs***
PeggNet will begin by evaluating the current state of Mendham Borough's IT infrastructure, identifying strengths and weaknesses in the network, security posture, and disaster recovery readiness. Based on the assessment, we will work with Borough officials to create a customized IT roadmap, including immediate upgrades, future needs and budget friendly solutions. Their security engineers will perform a thorough vulnerability analysis, identifying and addressing any potential risks to network security or compliance. Phase 2 involves system upgrades, cybersecurity deployment, backup and disaster recovery configuration along with help desk and on-site support set-up. Phase 3 provides 24/7 monitoring and maintenance, quarterly reviews and optimization along with vendor and asset management. Phase 4 is long term support and continuous

improvement involving strategic reviews, user feedback and adjustments and continued training.

### How will contractor evaluate the effectiveness of IT services provided

Monthly reporting is provided to key personnel with network and hardware assessments. Quarterly business reviews are scheduled to determine potential weaknesses/pain point areas and develop appropriate strategy to remediate them.

### How will your organization handle Borough staff customer service needs/issues and coordination with external vendors

PeggNet is able to interface with specialty software and vendors from a technical perspective. They work with vendors like Lenovo, Microsoft, Xtel and others to ensure smooth integration and operation of third-party solutions. PeggNet coordinates with external vendors for specialized programs like Spatial Data Logic and MSI/Edmunds, troubleshooting and integrating these systems with the Borough's IT infrastructure.

### How will your organization assist Borough staff with individual IT issues

PeggNet provides "boots on the ground" support to all municipal facilities and staff. This includes installing, diagnosing, repairing, maintaining and upgrading all PCs, tablets and printers. Help desk operates during normal business hours by phone or email. PeggNet guarantees a 20 minute response window. They have an 80% resolution rate on the first call. More complex issues are escalated to senior engineers for immediate attention.

### How will your organization meet Microsoft Office and other training needs

PeggNet can provide ongoing training to Borough staff on new systems and software updates, ensuring they are well equipped to utilize all tools effectively. Provides security awareness training on cyber hygiene, phishing attacks, and best security practices to reduce vulnerabilities. PeggNet provides full support for Microsoft Office 365 Government, including licensing and setup. Their Microsoft-certified professionals can assist with training sessions tailored to Borough staff needs ensuring smooth day-to-day operations.

## B. IT Services Specifications (20 points)

### Your organization's ability to provide and meet all specifications

PeggNet provides Network and Infrastructure Monitoring, 24/7 Monitoring and Automated Incident Response, Performance Optimization and Patch Management. PeggNet has cybersecurity Engineers who deploy advanced network security measures, including Universal Threat Management devices, Next Generation Firewalls, CIPA Compliance, Intrusion Prevention, Data Security, Zero-Day Threat Prevention, and Child protection systems. PeggNet recommends Endpoint protection and anti-Malware solutions as well as Compliance and Risk Management. They offer security awareness training to staff. PeggNet offers automated backup solutions, disaster recovery and business continuity and well as end-user support. PeggNet provides regular maintenance, including software updates, system patching and performance tuning.

***How will your organization manage to implement technical specifications***
PeggNet has certified network administrators who are responsible for the configuration, maintenance and optimization of the Borough's network infrastructure. Expertise includes: installation and maintenance of network hardware and software, packet analysis, traffic shaping, load balancing, wireless and wired network configuration and monitoring, backup and disaster recovery systems implementation. There are also security and systems engineers who focus on maintaining and optimizing IT infrastructures to ensure cost efficiency, reliability and security.

## 3. Budget (20 points)

***Describe your organization's financial capacity to provide IT services***
PeggNet provided a recommended budget for managing the Borough's recurring IT license services, network needs, hardware lifecycle management, cyber security and disaster recovery. PeggNet did not review its company's financial capacity.

***Describe other IT costs that would be outside of this proposal***
PeggNet listed: major infrastructure upgrades, building additions, network refresh projects, emergency system rebuilds due to disasters, new technologies necessary to combat the dark web also a contingency fund is mentioned for unforeseen technical emergencies or large-scale IT projects.

***Describe training costs***
Training costs are incorporated in the overall fee and are not added as an extra.

**PeggNet provided all of the required certifications in the checklist.**

# ITCON
# PROPOSAL SUMMARY & EVALUATION

## QUALIFICATION STATEMENT
***This includes the ability to demonstrate a clear understanding of the expected performance and fulfill adequately the stated requirements***
ItCon identified itself as a leading Information Technology services provider established in 2008, ItCon provides comprehensive IT support and managed services. IT support, regulatory compliance, and cybersecurity solutions. They have experience in various sectors, including healthcare, non-profit organizations and commercial clients.   They indicated experience with regulatory requirements faced by each industry. Their goal is to deliver tailored IT solutions that enhance operational efficiency, security and compliance.

***The contractor will be evaluated on suitability for the tasks required***
ItCon has over 16 years of experience in the IT services industry.  ItCon stated it has worked for various organizations, continually adapting services to the evolving technical landscape. They indicate they work with their clients to provide the latest advancements in IT solutions while maintaining a strong foundation in essential IT practices and deliver comprehensive, reliable solutions that meet the long-term needs of their clients.

***Proposals should contain complete discussions regarding IT services delivery and qualifications***
ItCon's services inclulde: 24/7 Support, proactive monitoring and maintenance, advanced cybersecurity solutions, strategic IT management, and commitment to excellence and innovation. ItCon states with their comprehensive service offerings, experienced team, and commitment to proactive engagement, they are dedicated to supporting the Borough's growth and security needs.

***Receipt of high-quality service is of great importance to the Borough***
ItCon invests in advanced training programs such as PluralSight and customer service training with The DiJulius Group to enhance their team's technical skills and customer engagement capabilities

## PERSONNEL STATEMENT
ItCon is a certified woman-owned firm (WBE), specializing in delivering comprehensive IT support and managed services. Moshe Frieman is listed as the Chief Technology Officer as well as the Chief Information Officer.Current employees consist of 3 consultants, 12 installation and training personnel, 4 network engineers, 6 security engineers and 8 in sales, marketing and administrative support.
ItCon also attached various employee profiles.

## LOCATION OF REPONDENTS SERVICING OFFICE
ItCon is located at 71 Lafayette Ave in Suffern NY. It is a 45-minute drive to Mendham Borough, typically arriving within an hour of a service request. They also have offices in Monticello and Brooklyn, NY. Their operational footprint spans all 50 states through strategic partnerships with leading IT firms

## DETAILED SPECIFICATIONS
ItCon offers a full spectrum of IT services designed to provide comprehensive client support. Their service offerings include live help desk support, server and network monitoring, patch management, antivirus and antispam protection, on site and remote support, vendor management, cybersecurity, and security systems monitoring. They offer ongoing support and proactive services, tailored reporting and strategic planning, expert team and client-centric approach, and a commitment to excellence and innovation.

# 4. Organizational Capacity (total 40 points)

## C. Prior Experience in delivery of Similar IT Services (20 points)

***This is based on the contractor's demonstrated ability to provide IT services in a competent and expeditious manner and availability of qualified staff, equipment and facilities.***

ItCon confirms that they have over 16 years of experience in providing similar IT services to organizations comparable to the Borough of Mendham. Their team has delivered comprehensive IT management, monitoring, maintenance, and support services to various clients, ensuring their IT infrastructure remains secure, reliable and efficient. ItCon stated this experience has equipped them with the knowledge and expertise to meet the specific needs of similar organizations effectively.

***Provide examples of types of relevant contracts that contractor has previously entered, including type of contracting entity, location of the work, and general types of service provided. Identify if worked with federal, state or local governments or school districts***

Listed a non-profit organization since 2012
Listed a healthcare company since 2019
Listed a non-profit organization since 2014

***Meet minimum of three (3) years of experience in providing similar IT services to similar organizations***

Listed a non-profit organization since 2012
Listed a healthcare company since 2019
Listed a non-profit organization since 2014

## D. Management experience and Personnel Qualifications (20 points)

***Technical expertise shall be demonstrated by past successes providing government agencies or private companies with similar services***

ItCon provided 4 clients they serve: 2 were non-profits, one was a healthcare company, and one was a business, (marked as permanently closed on the web).

***What evidence suggests that the contractor has the ability and commitment to achieve the results stated above?***

ItCon offers a full spectrum of IT services designed to provide comprehensive support to their clients. Their service offerings include live helpdesk support, server and network monitoring, patch management, antivirus and antispam protection, onsite and remote support, vendor management, cybersecurity and security systems monitoring.

They operate a 24/7 network operations center that continuously monitors all servers and networks to ensure ongoing protection and performance. This allows for issues to be quickly addressed and minimizes downtime for clients. They offer monthly reports on the health of the network, firewall, and antivirus systems. They provide site specific IT

performance reports that break down issues and performance metrics by location. They also conduct post-mortem reviews after any significant IT incident to analyze what happened. They have a team of certified IT professionals, including systems administrators, network engineers, security engineers, and Microsoft-certified experts.

***The Project Manager and other service delivery personnel will be evaluated on their knowledge, experience, prior collaboration, and successful completion of IT Services like that requested in this RFP***
ItCon confirms that they have over 16 years of experience in providing similar IT services to organizations comparable to the Borough of Mendham. Their team has successfully delivered comprehensive IT management, monitoring, maintenance and support services to various clients, ensuring their IT infrastructure remains secure, reliable and efficient.

***Describe who is actually going to provide the service and will be responsible for achieving results***
Shia Hollander will be the Project Manager for the Borough of Mendham.

***Include information about other members of the service team***
Shia Hollander will be the Project Manager for the Borough of Mendham. Shia ensures that every project is executed with precision, adhering to established systems and processes. Shia takes a hands-on approach by coming to the site with his technicians, addressing the inevitable gaps that arise during any IT project. Supporting Shia is Hershy Fried - Senior Network Engineer, Jenniffer Moncion – security specialist, and Pinchas Gertner – project engineer. Moshe Frieman, their CTO, will be overseeing the entire team to ensure the highest level of service and strategic alignment. Moshe develops the technical strategy and Shia and his team implement it. The collaborative dynamic between Moshe and Shia guarantees that every project is tailored to the client's needs and delivered with precision.

# 5. **Program Elements and Implementation Plan** (40 points)
## C. IT Service Integration and coordination (20 points)

***Describe how contractor will work with the Borough to manage IT services needs***
ItCon will start by conducting a thorough needs assessment tailored specifically to the Borough of Mendham's unique IT environment. This assessment will evaluate the specific requirements of all key locations, including the Police Department and administrative offices, ensuring their IT solutions align with the Borough's operational goal. This process includes a detailed evaluation of existing systems, devices, and network infrastructure to identify areas for improvement and develop a customized IT strategy.

***How will contractor evaluate the effectiveness of IT services provided***
Regular meetings with key stakeholders, including department heads and IT personnel, will be scheduled to gain a deeper understanding of the specific needs and challenges in each department. They will implement a centralized IT management system using state-

of-the-art remote monitoring and management tools from N-Able technologies and the ConnectWise Manage ticketing system.  ItCon will provide 24/7 proactive monitoring and maintenance services to ensure the Borough's IT infrastructure remains robust and reliable. Their Network Operations Center (NOC) provides continuous monitoring of all servers and networks, complemented by a 24/7 reactive support service to address any issues immediately.

***How will your organization handle Borough staff customer service needs/issues and coordination with external vendors***
ItCon stated it is committed to providing tailored IT solutions that meet all specifications outlined by the Borough of Mendham. They have a 24/7 Network Operations Center that ensures immediate remote response within a 20-minute window. ITCon did did not provide information as to coordination with external vendors.

***How will your organization assist Borough staff with individual IT issues***
ItCon operates a 24/7 network operations center that continuously monitors all servers and networks to ensure ongoing protection and performance. The 24/7 helpdesk provides unlimited onsite and remote assistance, with a live agent always available to answer calls and deliver prompt support

***How will your organization meet Microsoft Office and other training needs***
ItCon offers customized training programs, including live instructor-led sessions and on-demand online modules will be provided to ensure all borough staff are proficient in using essential IT tools effectively.

## D.  IT Services Specifications (20 points)

***Your organization's ability to provide and meet all specifications***
ItCon offers comprehensive installation services for all required hardware and software. Their team will handle the installation and configuration of servers, workstations, networking equipment and specialized IT solutions, ensuring minimal disruption to ongoing operations and adherence to industry standards.

***How will your organization manage to implement technical specifications***
Pre-Transition Phase (Weeks1-2): Conduct initial assessments, secure documentation, and set up monitoring tools.
Transition Phase (weeks 3-4): Implement planned changes, document systems and provide training and support.
Post-Transition Phase (week 5-6): Optimize systems, conduct security checks, finalize documentation, and ensure a smooth handoff to regular service management.

# 6.   Budget (20 points)

***Describe your organization's financial capacity to provide IT services***

ItCon stated it has over $5 million in annual sales. They maintain healthy cash flows that allow for investment in the latest technology and skilled personnel.

***Describe other IT costs that would be outside of this proposal***
There are no hidden costs or additional charges. Should there be any need for services beyond the scope of this proposal, such as hardware procurement, third-party software licenses, or extended post-implementation support, those would be discussed and agreed upon separately to ensure full clarity and mutual understanding. They attached a separate cost proposal.

***Describe training costs***
There is no separate cost for training. All the training necessary is included within the scope of this proposal.

**ItCon provided all the required certifications in the checklist.**


**Reasons for non-award:**
Although ItCon demonstrated experience with non-profits and small business it did not demonstrate prior government or municipal experience. The ItCon three-year proposal cost was $355,858.00  more than the PeggNet bid.