THE BOROUGH OF MENDHAM

INFORMATION TECHNOLOGY SERVICES (IT)
REQUEST FOR COMPETITIVE CONTRACTING PROPOSALS (RFP)
EVALUATION COMMITTEE REPORT

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
    Integrated Micro Systems
    Next Technology Partners

Each proposal was evaluated and ranked by the Evaluation Committee utilizing the following weighted criteria: Organizational Capacity, Program Elements and Implementation Plan, and Budget. Consideration of 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 award to PeggNet Computers. PeggNet Computers provided the most complete documentation and detailed RFP information. It demonstrated the most and extensive ability and experience to manage the Boroughs IT needs and provide for 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.

SCORING & RANKING

EVALUATION CRITERIA			EVALUATOR					SCORE
BIDDER: PeggNet Computers		**MAXIMUM POINTS**	Smith	Cooper	Valliere	Bushman	Gobbi	
1.	**Organizational Capacity**							
	a. Prior Experience in Delivery of Similar IT	20	20	20	20	20	20	20.00
	b. Management Experience & Personnel Qualifications	20	20	20	20	20	20	20.00
TOTAL		**40**	40	40	40	40	40	**40.00**
2.	**Program Elements & Implementation Plan**							
	a. Service Intergration & Coordination	20	20	20	20	20	20	20.00
	b. IT Services Specifications	20	20	20	20	20	20	20.00
TOTAL		**40**	40	40	40	40	40	**40.00**
3.	**Budget**							
TOTAL		**20**	20	18	15	19	10	**16.40**
TOTAL POSSIBLE POINTS		**100**	100	98	95	99	90	**96.40**

EVALUATION CRITERIA			EVALUATOR					SCORE
BIDDER: Intergrated Micro Systems		**MAXIMUM POINTS**	Smith	Cooper	Valliere	Bushman	Gobbi	
1.	**Organizational Capacity**							
	a. Prior Experience in Delivery of Similar IT Service	20	15	20	20	15	20	18.00
	b. Management Experience & Personnel Qualifications	20	20	20	20	20	20	20.00
TOTAL		**40**	35	40	40	35	40	**38.00**
2.	**Program Elements & Implementation Plan**							
	a. Service Intergration & Coordination	20	20	20	18	18	20	19.20
	b. IT Services Specifications	20	20	20	20	20	20	20.00
TOTAL		**40**	40	40	38	38	40	**39.20**
3.	**Budget**							
TOTAL		**20**	20	10	20	17	20	**17.40**
TOTAL POSSIBLE POINTS		**100**	95	90	98	90	100	**94.60**

EVALUATION CRITERIA			EVALUATOR					SCORE
BIDDER: Next Technology		**MAXIMUM POINTS**	Smith	Cooper	Valliere	Bushman	Gobbi	
1.	**Organizational Capacity**							
	a. Prior Experience in Delivery of Similar IT Service	20	10	10	10	10	15	11.00
	b. Management Experience & Personnel Qualifications	20	20	15	10	20	20	17.00
TOTAL		**40**	30	25	20	30	35	**28.00**
2.	**Program Elements & Implementation Plan**							
	a. Service Intergration & Coordination	20	10	0	10	10	20	10.00
	b. IT Services Specifications	20	10	0	10	10	20	10.00
TOTAL		**40**	20	0	20	20	40	**20.00**
3.	**Budget**							
TOTAL		**20**	20	0	12	10	0	**8.40**
TOTAL POSSIBLE POINTS		**100**	70	25	52	60	75	**56.40**

PEGGNET COMPUTERS
PROPOSAL SUMMARY & EVALUATION

QUALIFICATION STATEMENT

A Qualification Statement was required as part of the RFP submission, demonstrating understanding of the expected performance and ability to fulfill adequately the stated requirements in the RFP.

PeggNet Computers provided a detailed qualification statement that demonstrated a clear understanding of the expected performance and ability to fulfill adequately the stated requirements in the RFP. It contained a complete narrative regarding IT services delivery and experience and company and personnel qualifications. It also addressed each section of the evaluation criteria. PeggNet Computers included a detailed written Scope of Services including approach to providing services to the Borough. The Statement demonstrated:

- PeggNet Computers has provided municipal & other government IT services since 2002.
  - PeggNet Computers has created capital technology plans and assisted with annual capital budgets for its clients.
- PeggNet Computers is a Full-Service Managed Service Provider
- The PeggNet Computers company focuses on strategic partnership with clients.
- PeggNet Computers provides full IT Services integration.
  - Including engineering, design, installing, integration, maintenance support and repair or replacement of any technology component, and integration experience with vendors who provide specialty equipment software or systems.

PERSONNEL STATEMENT

1. PeggNet Computers provided the identity, professional credentials, and IT service roles of the delivery team.
   a. PeggNet Computers maintains a Specialized and Certified Staff and Services to support technology needs of its clients. Staffing information provided included detailed information of duties/roles and professional credentials. Positions/Categories listed were:
      i. Certified Security Engineers
      ii. Certified Systems Engineers
      iii. Certified Network Administrators
      iv. Device and End-User Support
      v. Manufacture Authorize Warranty Service Center
      vi. Business Continuity Backup and Disaster Recover
      vii. Anti-virus and Malware Specialists
      viii. Systems Analyst and Database Management
      ix. Technology Coordinators/Directors
      x. Inventory and Asset Management
      xi. NDOE/NJSA Background Screening, Employee Training & Compliancy
2. PeggNet Computers Identified who would be the Manger of IT Services for the Borough.
3. PeggNet Computers Identified Service Delivery Personnel

LOCATION OF RESPONDENTS SERVICING OFFICE

1. PeggNet Computers provided the location and address of the office that will manage/ service the Borough IT services.

EVALUATION CRITERIA NARRATIVE

1. ORGANIZATIONAL CAPACITY

   a. Prior Experience & Delivery of Similar IT Service
      i. PeggNet Computers demonstrated ability to provide IT Services in competent and expeditious manner and availability of qualified staff, equipment, and facilities.
         1. PeggNet Computers provided documentation of 37 PeggNet Computers & Staff Certifications.
      ii. PeggNet Computers provided 8 examples of relevant contracts including type of contracting entity, location, general services provided, and identified if State, federal, local government, or school district.
      iii. PeggNet Computers listed 7 relevant entities that it has a minimum of 3 years or more experience providing ITS Services.

   b. Management Experience and Personnel Qualifications

      i. PeggNet Computers demonstrated past successes providing government agencies or private companies with IT Services.
         1. PeggNet Computers stated it has been providing technical support to schools, municipalities, and business for almost 20 years. Client size range is from sole proprietorship to clients with 8 buildings, 60 servers, 450 staff and 4500 students.
         2. PeggNet Computers provided a list of 17 relevant entities that it has provided similar IT Services to in the past two years.
      ii. PeggNet Computers demonstrated commitment and capability to achieve the Boroughs IT Services given the entities it has contract with and past projects it has completed. PeggNet Computers documented awards/ recognition it has received for its IT Services.
      iii. PeggNet Computers documented the Project Manager and other service delivery personnel have the knowledge, experience, prior collaboration, and ability to provide successful completion of IT Services.
         1. The project manager to be assigned to the Borough has 9 years' experience with PeggNet Computers and working knowledge of municipal client needs. The project Engineer has 22 years of experience with Micorsoft/Cisco and other applications and several years working with municipalities.
      iv. PeggNet Computers identified the Service Delivery Personnel and their area of expertise that will provide the IT Services to the Borough and will be responsible for achieving results.
      v. PeggNet Computers included information about other service delivery personnel.
         1. Identified staff experienced in vendor management and relationships.
         2. Identified Help Desk hours and it is staffed by actual technicians capable of understanding users' issues and resolve most issues during initial call.
      vi. PeggNet Computers identified 12 full-time staff members as well as part time staff. All staff are cross trained in all systems. "They always have an expert on hand." Technicians are also trained in project management.

2. PROGRAM ELEMENTS & IMPLEMENTATION PLAN

c. IT Services Integration & Coordination
      i. PeggNet Computers described its philosophy and approach to manage the Borough IT service needs.
         1. PeggNet Computers strives to maintain a full working partnership, continued dialogue to confirm they are meeting the Boroughs needs, monitor threats constantly and take proactive measures to ensure the system is secure.
      ii. PeggNet Computers indicated it evaluates the effectiveness of the IT services it would provide by:
         1. Continuously monitoring the Borough's IT infrastructure in real time to make sure that the system is running properly.
         2. Account managers reach out on a Monthly basis to customers to check if there are any issues needing addressing and/or additional services.
         3. Provides Client with monthly reporting on state of equipment and antivirus, firewalls, etc.… status reports, alerts, and alarms.
      iii. PeggNet Computers demonstrated ability to handle Borough staff customer services needs/issues and coordination with external vendors.
         1. PeggNet Computers philosophy is that their customers are their partners and believes in working together to achieve goals.
         2. They are available to assist with afterhours meetings if technical assistance is needed …i.e., Virtual Council Meeting.
         3. They have experience with implementation of third-party solutions and have worked with third party vendors to make sure solutions are installed correctly and working properly.
         4. PeggNet Computers confirmed experience with municipal third-party vendors and external government agencies portals/programs.
      iv. PeggNet Computers will assist Borough staff with individual IT issues by:
         1. Quick email IT request and help ticket response.
         2. Phone directly for help during regular office hours.
         3. Knock - Knock assistance PeggNet Computers will provide on the spot help from its Mendham location.
      v. PeggNet Computers is experienced helping organizations with their training needs.

1. Can provide training on Microsoft Office Product. ie. Teams etc. at no cost.

    d. **IT Services Specifications**
- i. PeggNet Computers stated its ability to provide and meet all bid specifications. It will monitor and manage all machines, servers, PCs firewalls, APs and tablets, Provide System related services focus on keeping machines running both efficiently and in compliance with regulations. Services it will provide involve patch management of software as well as software upgrades, remote device management, and schedule remote maintenance of systems and applications and:
  1. Enterprise Management – performance Health
  2. Email Threat Management
  3. Network Policy/Audit/Implementation
  4. On-site and Remote Network Health Monitoring
  5. Support and Maintenance Management
  6. Configuration, Patch and Vulnerability Testing and Management
  7. Virtual Systems Administrator (VSA) to keep all systems up to date.
  8. Annual Audit of Borough's entire network
  9. Assessment Services to maximize LAN/WAN/VLAN/SAN, VOIP and Video Transport Technologies.
  10. Network Audit- including trending and Capacity Management.
  11. DR Preparedness
  12. Security Evaluation
  13. Network Assessment – Wired & Wireless.
- ii. To manage & implement the Borough's IT technical specifications, PeggNet Computers indicated that its architects and system engineers have a minimum of 15 years' experience, defining, designing, implementing, and supporting IT projects. Its staff will analyze and processes all outcomes to provide the right combination of IT systems components and software to achieve Borough goals.
  1. PeggNet Computers stated it has experience attending and participating in administrative council and board meetings.

3. BUDGET

    a. **Financial Capacity**
- iii. PeggNet Computers stated it is financially strong and stable and based on its current growth additional staff will be added including engineers to accommodate the growth.

    b. **Cost Outside of Proposal**
- iv. PeggNet Computers identified and included budget numbers for IT Cost that would be outside the IT Services Proposal. It included budget numbers for:
  1. PC/Server Updates
  2. License Renewals
- v. PeggNet Computers identified in its proposal sample other projects outside of the day-to-day technical needs that would be cost outside of the IT Services Contract.
  1. Network Refreshes
  2. Rebuilding a system and/or repair after Act of God/Natural Disaster/Storm
  3. Implementation of New/Highly involved programs/systems
  4. Other major projects outside of the scope of this IT Services Contract
  5. Software/Hardware and Parts.

    e. **Describe Training Cost**
- **i.** PeggNet Computers stated if they implement a new solution, it will provide user training which is always included in their SOWs.
- **ii.** They will provide additional training as needed.ie Teams was an example.
- **iii.** PeggNet Computers indicated depending on the level of need there may be additional costs involved for training.

DETAILED SPECIFICATIONS

PeggNet Computers addressed the Detailed Specifications.

    1. **IT ONGOING SUPPORT SERVICES**
- a. Confirmed qualifications and municipal experience providing the services listed.

2. IT PROACTIVE OPERATIONS SERVICES
   a. Confirmed qualifications and municipal experience providing the services listed.
      i. Server
      ii. Workstation
      iii. Network

3. QUALIFICAITONS
   a. PeggNet Computers meets the qualifications and provided proof (copies) of certifications.
   b. PeggNet Computers documented the minimum of three years' experience and references.
   c. PeggNet Computers additionally noted:
      i. That it had a good working relationship with ISPs such as Xtel, Comcast, FIOS and Optimum and always calls on them on the customers behalf.
      ii. Experience managing licensing for:
         1. Office 365
         2. Carboninte
         3. WatchGard WiFi
         4. WatchGuard Firewall
         5. VIPRE
      iii. All PeggNet Computers staff have:
         1. NJDOE/NJSA Background Screening, Employee Training Compliancy.
         2. And are Safe Workplace Certified and provided list of areas certified.
   d. PeggNet Computers identified it has experience providing coordination and support with municipal external vendors and government agencies portals/programs.

INTEGRATED MICRO SYSTEMS
PROPOSAL SUMMARY & EVALUATION

QUALIFICATION STATEMENT

A Qualification Statement was required as part of the RFP submission, demonstrating understanding of the expected performance and ability to fulfill adequately the stated requirements in the RFP. IMS provided a very general statement.

Integrated Micro Systems qualification statement stated generally:
- It supports several municipalities, government entities and small business.
- Has provided this service for 25 years.
- It installs, upgrades, consults, and manages network services routinely.

It indicated in its discussion of Location that:
- It shall modify and or supplement resources as required to meet the requirements of the Borough.
- Is readily available for meetings, conferences, training, and emergency response at Mendham Borough's facilities.

It contained a narrative regarding IT services delivery and experience and company and personnel qualifications.

PERSONNEL STATEMENT

1. IMS provided the identity, professional credentials, and IT service roles of the delivery team. Positions/Categories listed were:

   President, IT Support and Wiring (1)
   Head IT Support Analyst (1)
   General service Technician (1)
   Wring/Cabling Specialist (2)

LOCATION OF RESPONDENTS SERVICING OFFICE

1. IMS provided the location and address of the office that will manage/service the Borough IT services.

EVALUATION CRITERIA NARRATIVE

ORGANIZATIONAL CAPACITY

1. Prior Experience & Delivery of Similar IT Service
   a. IMS stated it supports townships, fire departments, Police departments and its work is 100% relevant.

       i. IMS provided a photo of before and after Jamesburg Police Department Server Room changes.

b. IMS stated it received the Borough's detailed specifications and every current township IMS serve uses similar hardware.

c. Details of services provided did not specifically address Mendham. IMS referred to 5 general Client Information Pages attachments to its proposal. The attachments contained shopping lists of services available to clients.

       i. Backup & Disaster Recovery
1. Quick VM recover on ESX or Hyper-V
2. Pre & Post commands
3. Baremental recovery
4. Backup level encryption
5. Offsite data recovery support

      ii. Managed Services- Monitor network switches, servers, firewalls, wireless networks and/or security systems and stop problem and/or attack before it happens.
1. On-site service from our A+ Certified Technicians
2. 24/7 network management support
3. Network consulting and server support
4. Lan/Wan design
5. Wireless networking maintenance and design
6. Complete antivirus solutions

     iii. Virtualization
1. Technology in which a guest operating system, application or data storage component is separated from the core software or hardware infrastructure.

     iv. Network Cable & Fiber – Cabling networks, focus on speeding up networks, repair damaged fiber and cable installations, repairing security and door systems.
1. Fiber optic splicing
2. Campus backbone, copper, or fiber
3. AV Systems
4. Card Access
5. Cable TV and stereo,

     v. Cloud Services- Offers secure data centers and rental of computer space. Host applications.

2. Management Experience and Personnel Qualifications

a. IMS provided four examples of municipalities they serve that they compared to Mendham with similar services.

      i. City of Union City.
1. Single location two servers.
2. Six Microsoft Virtual Servers on and EXS 6.7 Host
3. 9 VPNA connecting to IMS Server Farm.
4. Use Microsoft 365

      ii. City of Bayonne
1. 2020 IMS created a work at home environment.
2. Created Virtual Court
3. Created 3 Video Conferencing Systems
4. Updated network cable
5. Created Managed wireless network.
6. Completed Managed Solution with an online managed portal.
7. Method to transmit large size plans and blueprints provided at no additional cost to Bayonne.

     iii. Vernon Township
1. IMS Migrated them to a dual Host VMware environment. Mixture of Windows Servers and two Unix Servers.

     iv. Union City
1. Consolidated to VMware Platform. VCener 6.7 and 6 Virtual Servers. Installed city wide wireless network and remote connectivity at 9 locations.

      i. IMS provided resumes that documented the Project Manager and other service delivery personnel have the knowledge, experience, and ability to provide successful completion of IT Services.
1. The project manager to be assigned to the Borough is the president of IMS and has 25 years' experience working knowledge of municipal client needs. The project Support Analyst has 10 years' experience and the General Service Technician 8 years' experience with IMS.
2. Integrated Micro Systems identified 3 full time Service Delivery Personnel that will provide the IT Services to the Borough, their area of expertise and would be responsible for achieving results.
    a. President who will be the Project Manager

            b.   Head IT Support Analyst
            c.   General Service Technician
        3. IMS provided a Table of Organization.
    ii. IMS Stated in its narrative marked Personnel Statement that staff is comprised of certified A+ technicians and Microsoft experts as well as Cisco, HP, Dell, VMware HyperV, etc.

PROGRAM ELEMENTS & IMPLEMENTATION PLAN

1. IT Services Integration & Coordination

    b. IMS implementation plan to work with the Borough to manage IT needs. provided the following actions:

      1. Evaluating entire network and document all physical aspects and procedures.
         a. Servers
         b. Router.
         c. Network switching
         d. Internet
         e. Backup procedures.
      2. Create a Network Handbook with passwords and login information necessary to maintain the network.
      3. IMS provided a list of information to be collected.
      4. IMS will set up a service call routine for the Borough and provide an emergency 24hour line.
      5. IMS utilizes a service call/ticket system. IMS will provide monthly reports for service.
    iii. IMS did not address how it will evaluate the effectiveness of the IT services it would provide or staff customer service.
    iv. IMS did not directly address coordination with external vendors.
      1. IMS provided a <u>Liaison to Borough Staff</u> statement stating:
         a. IMS has always interacted with current townships phone vendors, copier scanner and security vendors when necessary.
    v. IMS detailed its <u>Support Availability</u> to assist Borough staff with customer service needs or issues.
         a. Help Desk is staffed from 8-5pm. Onsite and remote services to customers. A human always answers the phones. During weekends or after hours, if call goes unanswered, a voicemail message is emailed to the support staff within 30 minutes.
    vi. IMS did not directly address approach to assist Borough staff with individual IT issues.
         a. In its implementation Plan it identified a call/ticket system for staff to utilize. The Help Desk will either resolve the problem via telephone support or screen sharing. If it cannot be resolved a technician will be dispatched to the site.
         b. In its implementation Plan IMS Normal IT SUPPORT FUNCTIONS it stated: Provide technical advice and assistance to office personnel as needed.
    vii. IMS guaranteed a 20-minute window response time and onsite assistance within 1 hour during normal business hours.
    viii. IMS did not address how it will meet the Borough's Microsoft Office and other training needs.

2. IT Services Specifications

    i. IMS provided a list but did not provide a narrative as to the ability to provide and meet IT Services Specifications.
      1. The IMS Implementation Plan narrative <u>List of Normal IT Support Functions</u> listed the following functions:
         a. 24 hours per day/7days per week/365 days per year support
         b. Identifying system problems and opportunities for system enhancements
         c. Management of Internet & Telco vendors
         d. Updating applications to conform to newer operating system requirements.
         e. Performing data conversions
         f. Updating documentation as required
         g. Interface with the Town's systems as needed to perform work and maintain network security.
         h. Provide technical advice and assistance to office personnel as needed.

        i. Network server/workstation maintenance to prevent data breaches.
        j. Software installation and upgrades with to prevent data breaches.
        k. Hardware installation, upgrades, and repairs
        l. On-going system maintenance
        m. Review server and backup logs
        n. Preparation and implementation of a secure system backup plan
        o. Monthly written documentation of the work performed.
        p. On-going recommendations for new hardware and software
        q. Ability to access the network remotely for troubleshooting.
        r. Telephone response time within twenty (20) minutes
        s. Server failures addressed within (3) three hours of notification by the Town.
        t. Preparation of a disaster recovery plan
        u. Includes patching of all file servers & workstations.

2. In the IMS implementation plan it listed:
    a. <u>LAN/WAN</u> ability to install, design, and maintain applications. With 3 client examples.
    b. <u>Back-up and Disaster Recovery capability.</u>
    c. <u>Virtualization</u>
    d. <u>On-Site & Remote Back-ups</u>

3. IMS provided in its Implementation Plan a list of 36 software/hardware applications under the following 3 categories IMS is trained in:
    a. Video Conferencing (Virtual Court)
    b. Hardware
    c. Software

4. IMS listed in its Implementation Plan:
    a. Professional Licenses
    b. Professional Affiliations

5. IMS Staff Resumes identified all areas of expertise and training.

ii. IMS did not directly address how it will manage/implement technical specifications.

1. IMS stated in its cover letter the Borough of Mendham will not just be getting an IT person to support their network needs. They will be getting a TEAM of professionals with 25+ years of experience and proven ideas. IMS will perform any job needed no matter what the task is, for example.
    a. Network & Cable Fiber Optics
    b. Access Control and Perimeter Security
    c. Network Design & Upgrades
    d. Managed Switching
    e. VPN
    f. Remote Access Video Conferencing
    g. Software Design & Support

BUDGET

IMS based their budget on 5 hours per week of service.
The Borough current average service level is 15 hours a week.
It was unclear how IMS would maintain current service levels at 5 hours a week.

    a. **Financial Capacity**
        i. IMS did not directly address its company financial capacity to provide IT Services.
    b. **Cost Outside of Proposal**
        i. Integrated Micro Systems did not identify cost that would be outside of the IT Services Contract.
    c. **Describe Training Cost**
        i. IMS did not address Training Cost.

DETAILED SPECIFICATIONS

    1. **IT ONGOING SUPPORT SERVICES REQUIREMENTS**
    IMS addressed generally its experience with Ongoing Support Services in its implementation plan.

    2. **IT PROACTIVE OPERATIONS SERVICES.**
    IMS did not address details of IT Proactive Operations Services and the three listed services.

a. Server
b. Workstation
c. Network

On an attached IMS Client Information Page titled <u>Managed Services</u> there is a statement: "We believe in proactive IT management and complete responsiveness."

3. QUALIFICAITONS

a. IMS generally meets the qualifications.
b. IMS provided a list of training and certifications of staff in their resumes and some narrative.
c. IMS did not provide proof of certifications.

NEXT TECHNOLOGY PARTNERS
PROPOSAL SUMMARY & EVALUATION

QUALIFICATION STATEMENT

A Qualification Statement was required as part of the RFP submission, demonstrating understanding of the expected performance and ability to fulfill adequately the stated requirements in the RFP.

NTP's Qualification Statement provided a list of full-time staff positions and a general Background Section that stated:

- For over 15 years, Next Technology Partners, LLC has been delivering technology solutions, project management, and responsive support services to businesses in the Tri-State area.

- NTP offers a comprehensive suite of services that can be tailored to your needs and carry many years of expertise in business process management and development combined with successful implementations of hundreds of IT projects.

- NTP provide both cloud-based and premise-based solutions and only offer the technology we feel will best meet the need of the client.

- We specialize in delivering a proactive methodology that will give your network the best opportunity to bring system failures and downtime to zero.

- NTP specialize in delivering a proactive methodology that will give your network the best opportunity to bring system failures and downtime to zero.

- NTP tailored service offerings give your business the level of protection and you the peace of mind needed for day-to -day operations.

NTP provided a Scope of Services and Qualifications sections which were list with no additional narrative. The lists were a "cut and pasted" from the RFP Detailed Specifications, IT General Scope of Services and Qualifications sections.

NTP did not demonstrated clear understanding of the expected performance and fulfill adequately the stated requirements.

PERSONNEL STATEMENT

- NTP did not provided the identity, professional credentials (with exception of Network Engineers), and IT service roles of the delivery team. NTP did not provide resumes or background information. NTP stated:
  - Employees: 9 Employees made up of the following.
    - (3) Full Time Network Engineers all having BS Computer Science Degrees
    - (2) Full Time Application Development I Support Engineers
    - (1) Part Time Web Developer
    - (1) Director of Sales
    - (1) Part Time Junior Support Engineer
    - (1) Manager I Owner

LOCATION OF RESPONDENTS SERVICING OFFICE

1. NTP did not provide the location and address of the office that will manage/service the Borough IT Services in the Qualification Statement.

EVALUATION CRITERIA NARRATIVE

ORGANIZATIONAL CAPACITY

1. **Prior Experience & Delivery of Similar IT Service**
   a. The proposal did not contain complete discussions regarding IT services delivery and qualifications. NTP did not provide examples of relevant contracts.
   b. It was unclear if NTP met the minimum of three years' experience in providing similar IT services to similar organizations.
   c. NTP stated in NTP proposal Background that it has 15 years' experience delivering technology solutions, project management, and responsive support services to businesses in the Tri State area.

2. **Management Experience and Personnel Qualifications**
   a. NTP did not provide details on past successes.
   b. Did not provided evidence it has the capability and commitment to achieve the results, as no past successes were provided.
   c. NTP did not provide information on project manager or other service delivery personnel's prior collaboration and successful completion of IT Services.
   d. NTP did not describe who would provide the services and be responsible for achieving results.
   e. NTP provided a list of 9 employees. NTP did not provide resumes or background information for staff.
      i. Full Time Network Engineers all having BS Computer Science Degrees
      ii. Full Time Application Development I Support Engineers
      iii. Part Time Web Developer
      iv. Director of Sales
      v. Part Time Junior Support Engineer
      vi. Manager I Owner

PROGRAM ELEMENTS & IMPLEMENTATION PLAN

1. **IT Services Integration & Coordination**
   a. NTP did not provide an implementation plan to work with the Borough to manage IT needs.
   c. NTP did not address how it will evaluate the effectiveness of the IT services it would provide or staff customer service.
   d. NTP did not address coordination with external vendors.
   e. NTP did not address availability to support Borough staff with customer service needs or issues.
   f. NTP did not address assisting Borough staff with individual IT issues.
   g. NTP did not guarantee a 20-minute window response time and onsite assistance within 1 hour during normal business hours.
   h. NTP did not address how it will meet the Borough's Microsoft Office and other training needs.

3. **IT Services Specifications**
   i. NTP did not provide a narrative or address its ability to provide and meet all specifications. NTP provided only a "cut and pasted" list from the RFP Qualifications Section:

Qualifications

   •Deep understanding of network technology
   •Knowledge of network protocols and firewall security.
   •Experience in Microsoft Windows & Office 365 Server
    administration with emphasis on file services and server security.
   •Experience with Windows workstation administration and maintenance.
   •Experience with office equipment installation and setup
    (printers, faxes, copiers, scanners, etc.).
   •Excellent hardware troubleshooting and repair experience (replacing
    hard drives, optical drives, upgrading memory, replacing power
    supply, etc.)
   •Experience trouble shooting, interfacing, and networking
    computer system with copy/scan/fax machines. Current
    printers: Network - Cannon, Desktop - HP
   •Experience working with phone & internet systems. Borough current
    systems are: Xtel / Comcast I FIOS Phone & Internet Systems
   •Experience & working knowledge providing support for:
        Microsoft 0365 Government I Exchange
        WatchGuard Firewall / VPN protocol
        WatchGuard Wireless & Firewall

MS Server 2016 & 2019
Dell Server Management
VIPRE Cloud AV
Carbonite Corporate
•Experience managing licensing for:
 Office 365
 Carbonite
 WatchGuard Wi-Fi
 WatchGuard Firewall
 VIPRE
•Excellent verbal and written communication skills.
•Excellent customer service skills.
•Free of criminal background. NJ State Police fingerprint background check & clearance.

  ii. NTP did not directly address how it will manage/implement technical specifications.

BUDGET

NTP budget divided cost into 5 listed categories. NTP did not provide allocation methodology as to how it determined what areas required higher service levels than other areas for the Borough.

- Systems Consulting
- Systems Integration
- Applications & Hardware Support (on-premises/remote)
- Applications & Hardware Installation & Maintenance
- Security

 a. Financial Capacity
  i. NTP did not address NTP company financial capacity to provide IT Services.
 b. Cost Outside of Proposal
  ii. NTP did not identify cost that would be outside of the IT Services Contract.
 c. Describe Training Cost
  iii. NTP did not address Training Cost.

DETAILED SPECIFICATIONS

 1. IT ONGOING SUPPORT SERVICES
  NTP did not fully address/demonstrate experience providing IT Ongoing Support Services listed in the RFP Detailed Specifications.

 2. IT PROACTIVE OPERATIONS SERVICES.
  NTP did not address IT Proactive Operations Services and the three subcategories of those services. a. Server, b. Workstation, c. Network. In the NTP Qualification Statement, Background NTP stated generally:
   i. We specialize in delivering a proactive methodology that will give your network the best opportunity to bring system failures and downtime to zero.

 3. QUALIFICAITONS
  a. It was ambiguous if NTP generally meets the qualifications.
  b. NTP did not provide proof of certifications.