

**TOWN OF MORRISTOWN  
COUNTY OF MORRIS  
STATE OF NEW JERSEY**

**REQUEST FOR PROPOSALS**

**INFORMATION TECHNOLOGY  
CONSULTING & MANAGEMENT SERVICES**

Sealed proposals should be received by the Business Administrator of the Town of Morristown, in the Town Offices located at 200 South Street, Room 239, Morristown, New Jersey 07963-0914, by no later than 4:00 p.m. on December 7, 2023 for the following:

**Requests for Proposals from vendors interested in providing Information Technology Consulting & Management Services for the Town of Morristown in the calendar year 2024.**

Successful applicants will be required to comply with the requirements of N.J.S.A. 10:5-31, et seq. (N.J.A.C. 17-27) (Equal Employment Opportunity).

The right is reserved to reject any or all proposals if it is deemed to be in the best interest of the Town of Morristown to do so.

All those interested in submitting proposals should review the request for proposals and submit all documentation requested.

**TOWN OF MORRISTOWN**  
**REQUEST FOR PROPOSAL**  
**INFORMATION TECHNOLOGY**  
**CONSULTING & MANAGEMENT SERVICES**

**PURPOSE OF REQUEST**

The Town of Morristown (the “Town”) is seeking Requests for Proposals (RFP) for Information Technology (IT) Consulting & Management Services at the Town of Morristown, capable of providing support and consulting services to the Town’s computer network and equipment.

The successful proposer will demonstrate qualifications, experience, and abilities to perform the scope of services detailed in this Request for Proposal.

**TIME SCHEDULE**

The Town will follow the following timetable, which should result in a selection of a firm by January 10, 2023.

| <b>ACTIVITY</b>  | <b>DATE</b>       |
|--|-------------------|
| 1. Issuance of Request for Qualifications                                  | November 9, 2023  |
| 2. Receipt of Qualification Statements                                     | December 7, 2023  |
| 3. Completion of Evaluation of Qualification Statements by the Review Team | December 14, 2023 |
| 4. Town Review of Review Team Recommendations                              | December 28, 2023 |
| 5. Approval of Professional Services Resolutions by Town Council           | January 9, 2024   |

**SCOPE OF SERVICES**

The successful proposer will be able to provide technical assistance and system administration related to the Town’s network system. 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:

1. IT Consultant and Management Services (on-site and remote) for an average of at least 16 hours per 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.
2. 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 Edmunds finance and tax applications, as well as other NJ municipal-based computer software applications, as appropriate.
3. Provide preventative maintenance, including LAN/WAN troubleshooting, network server/workstation maintenance, updates, upgrades, installations, configurations and troubleshooting of any and all software and hardware for approximately 80 workstations and 6 servers, located at various locations.
4. Recommend new workstation equipment and software, when necessary, as well as set up and install acquired items.

5. Provide structured system protection and maintenance, including but not limited to firewall, tape backup, antivirus programs for updates, and confirm system maintenance checks are being performed.
6. Support and maintain data backup and recovery and e-mail archiving.
7. Troubleshoot (either remotely or on-site) hardware and software problems.
8. Maintain hardware/software inventory and license documentation.
9. Perform the repairs and necessary maintenance of the Town's network.
10. Provide for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction.
11. Monitor network security usage and perform necessary system "housekeeping."
12. Document information system processes and procedures, and assist with network security.
13. Strategic planning for future system upgrades.

### **Proposal Requirements**

1. Proposal (Initial proposal should be submitted in the form of two (2) hard copies only).
  - a. Statement of Interest.
  - b. Company information, including general information, size, number of employees, and years in business, full name of individual of entity or person submitting the proposal and the name of the key contact person.
  - c. At least three (3) references, including contact names and information.
  - d. Description of each individual's qualifications, including education, licensure and years of professional experience (please include copies of licenses held).
  - e. A listing of all previous Public Sector entities serviced by the proposer licensed professional including dates of service.
  - f. Proposed cost of the service(s) or activities, including the Hourly Rates of individuals who will perform the services or activities.
  - g. Insurance. The proposer shall provide documentation of insurance for professional liability coverage with limits as to liability acceptable to the Town.
  - h. A copy of your New Jersey Business Registration Certificate.
  - i. A copy of Proposed Form of Contract.
  - j. An executed Americans with Disabilities Act of 1990 Acknowledgement Form (See APPENDIX A).

### **Certification Requirements**

- MCSE (Certified Solution Expert)
- MCITP (Certified IT Professional)
- MCTS (Certified Technology Specialist)
- CCNA (Certified Cisco Network Administrator)
- VCP (VMWare Certified Professional)

**Evaluation**

The Town’s objective in soliciting an RFP is to enable it to select a firm or organization that will provide high quality and cost effective services to the citizens of Morristown. The Town will consider proposals only from firms or organizations that, in the Town’s judgment, have demonstrated the capability and willingness to provide high quality services to the citizens of the Town in the manner described in this RFP.

The Town may establish an evaluation committee to evaluate and score the proposals submitted by the vendors.

Proposals will be evaluated by the Town on the basis of the most advantageous, all relevant factors considered. The evaluation will consider the following selection criteria:

| <i><b>Factor</b></i>  | <i><b>Weight Given</b></i> |
|---|----------------------------|
| 1. <i>Responsiveness:</i><br>The Town will consider the materials submitted by the proposer to determine whether the proposer is in compliance with the RFP.  | 30%                        |
| 2. <i>Price:</i>  | 30%                        |
| 3. <i>Responsibility &amp; Experience:</i><br><br>The Town will consider the materials submitted and other evidence it may obtain to determine the companies ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in similar work. | 40%                        |
| <b>Total Criteria Weight:</b>   | <b>100%</b>                |

Each proposal will be independently evaluated on factors 1 through 3.

**Terms and Conditions**

1. The Town reserves the right to reject any and all proposals and to waive minor irregularities in any proposal.
2. The Town reserves the right to request clarification of information submitted and to request additional information from any proposer.
3. The Town reserves the right to award any contract to the next most qualified vendor if the vendor does not execute a contract within thirty (30) days after the award of the proposal.
4. Any proposal may be withdrawn up until the submittal date and time.
5. The Town reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the Municipal Attorney.

6. The Town shall not be responsible for any costs incurred by the vendor in preparing, submitting or presenting its response to the RFP.

**Payment Terms**

Payment by the Town will be made a monthly basis after services have been performed and an itemized billing statement has been received. A signed voucher will be submitted in the form specified by the Town and approved by the appropriate Town representative for signature by the vendor.

Interested applicants should submit proposals **no later than 4:00pm on December 7, 2023** to:

Jillian Barrick, Business Administrator  
Town of Morristown  
200 South St. PO Box 914  
Room 239, Office of Mayor/Administration  
Morristown, NJ 07963-0914

**APPENDIX A**

**AMERICANS WITH DISABILITIES ACT OF 1990  
ACKNOWLEDGEMENT FORM**

This form is an agreement of the successful Vendor's obligation to comply with the requirements of 42 U.S.C. §121.01 et seq., referred to as the Americans Disability Act of 1990.

The undersigned Vendor hereby acknowledges receipt of the Americans with Disabilities Act of 1990 found at Appendix B of this packet.

The undersigned Vendor hereby certifies that he/she is aware of the commitment to comply with the requirements of 42 U.S.C. §121.01 et seq. and agrees to furnish any required forms as evidence of compliance.

The undersigned Vendor further certifies that he/she understands that his/her proposal shall be rejected as non-responsive and any contract entered into shall be void and of no effect if said Vendor fails to comply with the requirements of 42 U.S.C. §121.01 et seq.

COMPANY: \_\_\_\_\_ TITLE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_