

**RESOLUTION**  
of the  
**BOROUGH OF NEW PROVIDENCE**  
Resolution No. 2015-049

Council Meeting Date: 01-12-2015

Date Adopted: 01-12-2015

TITLE           RESOLUTION AWARDING CONTRACT TO DOX DATA SOLUTIONS,  
PO BOX 157, NEWTON, N,J, 07860, FOR INFORMATION  
TECHNOLOGY AND NETWORK SUPPORT SERVICES

Councilperson Galluccio submitted the following resolution, which was duly seconded by Councilperson Muñoz.

WHEREAS, the Borough of New Providence has a need to acquire Information Technology and Network Support Services as a non-fair and open contract pursuant to the provisions of N.J.S.A. 19-44A-20.5; and

WHEREAS, the Borough Administrator has determined and certifies that the value of the service will not exceed \$40,000.00 per year; and

WHEREAS, the anticipated term of this contract is one (1) year; and

WHEREAS, Dox Data Solutions has submitted a proposal, indicating they will provide professional information technology and network support services for an amount not to exceed \$40,000.00 per year.; and

WHEREAS Dox Data Solutions, has completed and submitted a Business Entity Disclosure Certificate which certifies that Dox Data Solutions has not made any reportable contributions to a political or candidate committee in the Borough of New Providence in the previous one year, and that the contract will prohibit Dox Data Solutions from making any reportable contributions through the term of the contract, and

WHEREAS, the maximum amount of the contract is not to exceed \$40,000.00, and said funds are available and have been certified by the Chief Financial Officer; and

WHEREAS, the Local Public Contracts Law (N.J.S.A. 40A:11-5) requires that the resolution authorizing and awarding of contracts for "professional services" without competitive bids and the contract itself must be available for public inspection.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of the

Borough of New Providence that they hereby agree as follows:

1. The Mayor and Borough Clerk are hereby authorized and directed to execute the attached agreement with Dox Data Solutions, For Professional Information Technology And Network Support Services.
2. Such contract is awarded without competitive bids as a "professional service" in accordance with N.J.S.A. 40A:11-5(1) (a) of the Local Public Contracts Law, because the services to be rendered are professional in nature and are unspecifiable as to requirements for performance. Such services must be rendered by a person particularly trained and licensed in this area, which requires extensive specific education and long experience in both the Federal and State procedural requirements.
3. A notice of this action shall be published once in the Courier News.

APPROVED, this 12<sup>th</sup> day of January, 2015.

RECORD OF VOTE

	AYE	NAY	ABSENT	NOT VOTING
GALLUCCIO	X			
GENNARO	X			
KAPNER	X			
MADDEN	X			
MUÑOZ	X			
ROBINSON	X			
MORGAN			TO BREAK COUNCIL TIE VOTE	

I hereby certify that the above resolution was adopted at a meeting of the Borough Council held on the 12<sup>th</sup> day of January, 2015.

Wendi B. Barry, Borough Clerk



PO Box 157, Newton, NJ 07860  
(908) 625-7853

OFFICE OF THE BOROUGH CLERK  
Douglas Marvin  
360 Elkwood Avenue  
New Providence, NJ 07974

Proposal ID: DDS-12-001  
Proposal Date: 12/5/2014

## The Provision of Information Technology and Network Support Services Proposal

### Background

ORGANIZATION REQUESTING PROPOSALS:  
BOROUGH OF NEW PROVIDENCE  
360 ELKWOOD AVENUE  
NEW PROVIDENCE, NEW JERSEY 07974

CONTACT PERSON:  
DOUGLAS MARVIN, ADMINISTRATOR  
908-665-1400

#### PURPOSE OF REQUEST:

The BOROUGH OF NEW PROVIDENCE (the "BOROUGH") is soliciting Proposals from interested persons and/or firms for the provision of Information Technology and Network Support Services for calendar years 2015-2017, as more particularly described herein. Through a Request for Proposal process described herein, persons and/or firms interested in assisting the BOROUGH with the provision of such services must prepare and submit a Proposal in accordance with the procedure and schedule in this RFP. The BOROUGH will review Proposals only from those persons and/or firms that submit a Proposal which includes all the information required to be included as described herein, as determined in the sole and absolute discretion of the BOROUGH. The BOROUGH intends to qualify persons and/or firms that (a) possess the professional, financial and administrative capabilities to provide the proposed services, and (b) will agree to work under the compensation terms and conditions determined by the BOROUGH to provide the greatest benefit to the taxpayers of New Providence. The services of successful Respondents may be procured as soon as January 1, 2015.

#### DEFINED TERMS:

The following definitions shall apply to and are used in this Request for PROPOSALS:

"BOROUGH" - refers to the BOROUGH OF NEW PROVIDENCE.

"Proposal" - refers to the complete responses to this RFP submitted by the Respondents.

"Qualified Respondent" - refers to a Respondent who (in the sole and absolute discretion of the BOROUGH) has satisfied the proposal criteria set forth in this RFP.

"RFP" - refers to this Request for PROPOSALS, including any amendments thereof or supplements thereto.

"Respondent" or "Respondents" - refers to the interested persons and/or firm(s) that submit a Proposal.

### Scope and Objectives

Dox Data Solutions, LLC will perform the following services with a minimum 6 hour on-site weekly visit (4 hours for administration and 2 hours for the Police Department).

#### A. Servers and Network Devices

General maintenance of servers and all other network devices including switches, hubs, routers and firewalls.

- 1) Maintenance of the Borough network firewall
- 2) Interface with two ISPs (Comcast and FIOS)
- 3) Manage e-mail spam services (Assist in procurement of e-mail spam services)
- 4) Supply patches, services packs, security and operating system updates as required.
- 5) Review of event logs and other indicators for maintenance troubleshooting.

6) Servèr systems administration, including:

- a) Hardware/software maintenance, timely failure resolution according to defined support process.
- b) Assist with backup server data and on-demand restoration services.
- c) Perform limited/passive monitoring of access to server resources and security violations
- d) Implement regular upgrades/patches to ensure servers are up to date.
- e) Rapid emergency support in the event of a server failure.

7) Will provide Police Department with 24/7/365 support with 2 points of contact in case of system failure in police headquarters.

8) Develop and maintain documentation of the Borough network.

9) Coordinate as needed with third party vendors for various custom software application used by various Borough departments.

#### B. Local Area Network Services

1) Act as Network Administrator, providing upgrades, patches, anti-virus maintenance, error logs, system purges, print queues, drivers, user groups and file access. Must provide a workable backup system and train Borough personnel to maintain.

2) Provide emergency support in the event of a network outage. – In case of Police Department – support will be available 24 hours/7 days with a 2 hour verbal response time.

3) Assist with performing security/response management, including passwords, groups, and file/directory access. Will provide and enforce a schedule for changing passwords.

4) Provide guidance and advice for planning upgrades of both hardware and software.

#### C. Workstation Maintenance

1) Provide support for workstation or software installation problems on an as-needed basis.

2) Provide support for printer problems on an as-needed basis.

3) Provide guidance for planning upgrades in both hardware and software.

#### D. Additional Projects

1) Provide as an option a backup server for the existing Borough servers that can be used for business continuity purposes in the event that the Borough's servers are unusable due to a disaster.

2) Provide guidance for planning major upgrades, and assist with budget estimates in accordance with Borough's ongoing IT needs. As requested, assist in developing Borough's capital improvement plan for technology.

3) Provide guidance in acquisition of computer hardware, software and services as needed by the Borough. Borough will acquire hardware and software thru state approved vendors.

## Pricing

Weekly On-site Service(6 hours) @ \$1820/month (approximately \$70/hr)	\$1,820.00
Remote User Support via Citrix GotoAssist (up to 1 hour daily as needed)	\$0.00
DR/COO Bundle* - Backup/Disaster Recovery Option - Off-site backup Facility Provision (tier 3 data center)	\$575.00
DR/COO Bundle* - Disaster Recovery plan, rack space, electricity, VPN connection, 100Mbps connection included, 24/7/365 support at data center,workspace for 3 employees with wi-fi	\$0.00
DR/COO Bundle* - Weekly Backup/DR system management(2 hours) @ 606/month(approximately \$70/hr)	\$606.00
Guidance on planning hardware/software upgrades, budget estimates, vendor management, 3rd party quotes/invoice reviews included	\$0.00
Total Monthly Billing for listed items**:	\$3,001.00

\* Police systems not included in COO/DR hosting plan at this time

\*\* See "Constraints" for rates and other information not covered by this proposal

## Customer Responsibilities

BOROUGH will provide access to all equipment, software, passwords and properties as requested by Dox Data Solutions, LLC representative for the purpose of fulfilling the obligation(s) of this proposal in reponse to attached RFP if awarded

BOROUGH is responsible and accountable for all licensing and vendor compliance

## Constraints

Additional Projects and work outside the scope of the RFP or classified to be an upgrade or new implementation by Dox Data Solutions, LLC will be billed at \$70/hr rounded to the nearest half hour. A minimum/maximum cost estimate for labor will be presented for work outside the scope of this proposal.

Police Systems not part of the COO/DR plan as more information is needed and would require project labor outside the scope of maintenance and support.

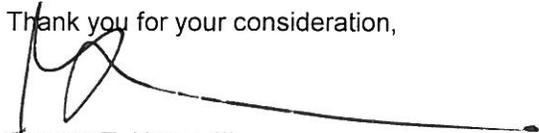
Section A, Item 3 changed to "Manage e-mail spam", the service is already provisioned by a 3rd party (SpamSoap)

Section A, item 6 changed to "Perform limited/passive monitoring" as performing active monitoring/alerting would exhaust resources beyond the scope of the RFP. Specific monitoring goals should be defined.

We look forward to working with The Borough of New Providence and supporting your efforts to achieve your information technology goals. We are confident that we can complete the above tasks easily and efficiently.

If you have questions regarding this proposal, feel free to contact me at your convenience via the contact information below.

Thank you for your consideration,



George T. Hayes III  
President  
george@doxdata.com

Dox Data Solutions, LLC  
122 Main Street  
Suite 104  
Newton, NJ 07860  
908.625.7853