EASTAMPTON TOWNSHIP
COMPUTER & NETWORK MAINTENANCE

REQUEST FOR QUOTES

General Information

Eastampton Township located in Burlington County has a population of 6,069 and is 5.86 square miles.

The work involves annual computer support services to the Township's computer network located in the Township of Eastampton's three story Municipal Building at 12 Manor House Court, Eastampton, New Jersey 08060 and Eastampton Police Department located at 1380 Woodlane Road and the Public Works Facility located at 725 Smithville Road, Eastampton, New Jersey 08060. The consultant must be licensed and registered to do business with governmental agencies in the State of New Jersey. The contract period will be 2 years (24 consecutive months) from date of execution of the contract. The contract will be subject to the availability of funds. Payment shall be made to the vendor monthly**.**

Please send Quotes via email to kwhite@eastampton.com no later than October 10, 2020 at 11:59 pm. Due to COVID-19 no on-site assessments will be conducted of the server. Please prepare the quote to the best of your ability based on the provided technical information.

Scope of Work

The proposed scope of work for the project includes the following:

1. Network Management responsibility including maintenance of network operating system, anti-virus protection, firewall protection, remote access, software updates including service packs and patches, and license administration.
2. Perform recommended maintenance for software and hardware on networked desktop computers.
3. Monitor backup data on the system on a daily basis, locally and offsite to protect against the loss of data and program files.
4. Provide recommendations on the replacement of hardware and the upgrading or purchasing of new software.
5. Provide call back no more than 1 hour and on-site no more than 4 hours.
6. Perform regularly scheduled site visits in order to maintain the network and monitor its performance.
7. Respond to any computer problems, whether software or hardware related, and troubleshoot problems in order to restore normal computer and network operability
8. Install and troubleshoot VOIP phones and related equipment
9. Install and troubleshoot IP Cameras and related equipment
10. Other computer/technology services as may be required by the Township.
11. Provide training and "How to" support.

Out of Scope of Work

1. Cable Installation
2. Camera Installation
3. New hardware/software installation

Technical Information

1 Dell PowerEdge Server R520 Windows Server 2012 with HyperV
1 Server 2012r2 VM Domain Controller
1 Server 2016 VM Terminal Server
1 Server 2012r2 VM Edmunds/File Server
1 Dell PowerEdge Server T420 Windows Server 2008R2 File Server
1 Sonicwall SoHo Firewall
1 Cisco SG 102-24 24-Port Gigabit Switch
1 Cisco CG 200-26 26 Port POE managed switch
2 Model 850 CradlePoint Routers
1 16 channel HD NVR (PD)
2 8 channel HD NVR (Twp and PW)
1 8 channel HD NVR interview camera system
27 IP cameras
25 VOIP Polycom Phones
1 Call Box (PD)
Netgear 24 port unmanaged switch
Netgear 8-Port Gigabit Switch
1 Checkpoint Sofaware VPN firewall router
1 Buffalo 2TB LinkStation Duo NAS
1 Buffalo 320 LinkStation Pro NAS
20 Desktop Computers with Windows 10 Pro O/S
4 Laptop Computers
7 MDT's in cars with Cradlepoint routers
2 Color Laser Printer
14 Laser Printers
1 Receipt printer
2 B/W Copier
1 Color, B/W Copier
1 Cisco Wireless Access Point
2 Cradlepoint modems for phone backup
Miscellaneous peripherals and cabling

Email Hosting – Office 365 E1 licensing

Vendor Requirements:

To be eligible vendor must demonstrate expertise in the following areas:

Installation and support of:

- Microsoft Windows Server 2012 R2 and 2008 R2.
- Desktop computers running Microsoft Windows 7 Pro., and later versions of Microsoft Windows
- Webroot Secure Anywhere.
- Edmunds proprietary software.
- Mitchell Humphrey's Construction Project Manager.
- The State of New Jersey E.D.R.S.
- Microsoft Office 2007, 2010, 2013.
- IBM 5250 AS400 emulation software over WAN
- New World RMS
- Aegis Mobile
- IBM 3270 Mainframe Emulation over WAN
- VPN including scripting.
- Installation and support of MidAtlantic Great Lakes Organized Crime Network software
- NCIC crime database connection
- XML printing
- New World Documents and Photo interface.
- LIM's and Regional Data Sharing
- Active Directory Trust over WAN
- IBM Client Access and IBM 3270 printing session
- CDMA/GSM
- L3 communication equipment Installation and Program Management
- Must pass a criminal background Check
- Must have at least one technician with an MCSE
- Must have knowledge of Attorney General's security requirements for CJIS and NCIC
- Must have workstation remote monitoring tool with Help Request system on each desktop

Award of Contract

The Mayor and Council shall award the contract for Computer and Network Maintenance to a vendor whose response, in the discretion of the Township is most advantageous, price and other factors considered, at a duly advertised meeting of the governing body.

Option 1

    a. Regular maintenance (Scope of Work)

       Year 1 $_____ per month x 12 months $_____

       Year 2 $_____ per month x 12 months $_____

    b. Out of Scope hourly rate (for work not included in scope of work)

       Year 1 $_____ per hour

       Year 2 $_____ per hour