

## Request for Qualifications

### **Information Technology Support (“IT Support”)**

#### **1) Purpose:**

The following procedures are designed to provide for a fair and open process in awarding professional services based on qualifications, merit and cost effectiveness through accessible advertising. Services include annual appointments and day-to-day programs, projects and contracts.

#### **2) Scope of Services:** Information Technology Support (“IT Support”)

Any persons or firms interested in providing professional services to the Township of Deptford as defined in the New Jersey Statutes, NJSA 40A:11-2(6).

**3) Appointment of IT Support.** The IT Support shall be appointed by the Manager and shall be under a contract for services to be performed with the Township. In lieu of appointing an individual, the Manager may appoint a firm. The individual or the firm acting as IT Support shall be licensed to do business in the State of New Jersey. The IT Support shall receive such compensation as may be agreed upon and determined by the Manager.

#### **4) Duties.**

The Scope of Work shall include the following tasks and deliverables:

##### **A. Network Administration and Troubleshooting.**

- 1 – Identify and correct problems with the Local Area Network as they arise.
- 2 – Identify and correct problems with the Wide Area Network connection as they arise.
- 3 – Configure firewall for maximum security and flexibility.

##### **B. Server Administration.**

- 1 – Keep server up to date and secured.
- 2 – Ensure backups are being performed and stored correctly.
- 3 – Create user accounts and manage security policies.
- 4 – Rebuild the server and restore its systems from backup in case of failure.

### **C. Desktop System Installation and Support.**

1 – Assist staff with various computer related questions to ensure smooth day-to-day operation of the facility.

2 – Install and set up new and rebuilt computers, including installing operating system and any necessary software, setting them up on the network, setting them up for backups, adjusting email client settings.

3 – Install and set up new office equipment (printers, scanners, fax machines, copiers, etc).

4 – Make sure all machines are properly backed up.

5 – When necessary, restore a system from backup.

6 – Make sure all machines are up to date and free of viruses and spyware.

7 – Perform minor hardware repairs (such as replacing hard drive, upgrading memory, etc.).

### **D. Hardware Purchase Consultation.**

1 – Assist in hardware purchase decisions.

**5) Residence.** The IT Support need not be a resident of Deptford Township.

### **6) Applicants'/Proposers' Responsibility in Responding to Township's Request For Qualifications.**

The applicant/proposer shall in response to the Township's RFQ, at a minimum, include the following information:

A) Qualification requirements to compete for the needed service or activity as set forth in the "duties and responsibilities" of the position defined in the Township's RFQ. Qualifications, at a minimum, shall include requirements defined as follows:

1) Full name and business address.

2) Listing of all post high school education of the applicant and/or members of a professional firm seeking to provide professional services as described within the body of the RFQ.

3) Dates of licensure in the State of New Jersey and any other state as to the professional discipline requested to serve the needs of Deptford Township.

4) A listing of any professional affiliations or membership in any professional societies or organizations, with an indication as to any offices held.

5) The number of licensed professionals employed (if a professional firm and/or affiliated with the professional entity seeking to provide services to the Township. A description of each individual's qualifications, including education, licensure and years of professional experience.

6) A listing of all previous Public Sector entities served by the applicant/proposer licensed professional including dates of service and position(s) held.

7) Proposed cost of the service(s) or activities, including the hourly rate of individuals who will perform the services or activities. The proposed cost should include:

- Cost of providing services as contained in Duties listed above.
- Site visits and expenses
- Expenses for travel, postage and telephone excluded from the hourly rate.
- Additional services defined beyond the scope of regular services.

8) Insurance. The applicant/proposer shall provide documentation showing insurance for professional liability coverage with limits as to liability acceptable to the Township of Deptford.

9) Financial Disclosure. The applicant/proposer as a "professional", if required by law, shall file a Financial Disclosure Statement pursuant to a Local Government Ethics Law NJSA 40A:9-22(1) et.seq.

10) Law Against Discrimination and Affirmative Action. The applicant/proposer as a "professional" shall file a statement as to compliance with NJSA 10:5-1 et. Seq.

The applicant/proposer shall submit three (3) copies of his/her proposal for review and consideration by the Township Manager and Township Council.

### **Basis for Award of Contract/Agreement for Professional Services**

The Township shall award all professional service contracts or agreements based on qualification, merit and cost competitiveness. Selection criteria will include:

- Qualifications of the individual or firms who will perform the service or activity.

- Experience and references.

- Ability to perform the service or activity in a timely fashion, including staffing and the staff's familiarity of the service or activity.

- Cost Competitiveness.

The Township reserves the right to conduct an interview or interviews with the prospective professional to discuss the scope of the professional services as outlined in the applicant's/proposer's proposal.

All awards or waivers will be by resolution acted on by the Township Council at a Township meeting.

For annual appointments, the Township Council, Township Manager and Administrative staff will conduct a performance review a minimum of once per year in late November, early December.

All awards are subject to availability of funds.

**“The Township shall require that all public documents held by outside vendors/professionals be copied and provided to the Township, without charge, if requested by the Township. The vendor/professional shall comply with a request for public documents by the Township within five (5) working days of the request.”**