Disability Rights New Jersey

Request for Proposal July 2020

IT Managed Support Services

Due Date of RFP: August 21, 2020:

Date of Award: September 1, 2020

Table of Contents

- Background of Organization
- Scope of Work
- Qualifications of Applicant
- Technical Specifications
- RFP components
  - Relevant Information
  - Budget and Pricing
  - Evaluation Criteria
  - Proposal Award
  - Due Date and Location
Background of Organization

Disability Rights New Jersey (DRNJ) is a private, non-profit, consumer-directed organization established to:

- Advocate for and advance the human, civil and legal rights of citizens of New Jersey with disabilities;
- Promote public awareness and recognition of individuals with disabilities as equally entitled members of society;
- Advise and assist persons with disabilities, family members, attorneys and guardians in obtaining and protecting the rights of individuals with disabilities; and
- Provide education, training and technical assistance to individuals with disabilities, the agencies that serve them, advocates, attorneys, professionals, courts and others regarding the rights of individuals with disabilities.

Scope of Work

DRNJ is seeking evaluation, recommendation and new server configuration and/or installation for managed Wide Area Network (WAN) services for our headquarters in Trenton, NJ as described in this Request for Proposal (RFP).

The new servers/configuration will be installed to replace existing Exchange and File Servers to allow for remote file and email access for 35-40 staff. The WAN will provide Internet Protocol (IP) access services that combine a high–speed, dedicated connection with consolidated application management. The WAN will include proactive, 24X7 network monitoring, enhanced network security features, and maintenance of server and PC health for DRNJ. It is expected that the vendor will maintain the WAN service from end to end. This proposal does not include Internet access, but rather network connectivity and security between sites using Ethernet technology.

Qualifications of Applicant

Any proposal that does not demonstrate that the vendor meets these requirements will be deemed non-responsive and will not be considered.

Performance Qualifications:

- 99% service availability
- A Call Center/Support Center/Help Desk
- A web based monitoring and reporting system available to DRNJ
- A written escalation policy
- A specific maintenance window as part of the Service Level Agreement.
- Firms must be authorized by Microsoft, Hewlett Packard and Dell
Firm must provide workstation protection of malware and spyware
Firm must be able to provide filtering/SPAM service
Firm must be able to provide options for secure off-site storage for back-up and recovery services

Technical Specifications

The proposal must encompass all hardware and software acquisitions necessary to replace existing server and provide IT support services as stated.

- Assess current IT condition, address and correct any issues, make recommendations for future growth of technology
- Provide 24X7 remote monitoring and automated proactive maintenance for 35-40 systems:
- Provide full hardware and software support on current equipment including parts, labor, and travel fees
- Installation and support on the new equipment includes parts, labor, and travel fees
- Off-Site Cloud back-up of all server data for disaster recovery (if necessary)

RFP Components

Vendor shall provide their response to the RFP in the following manner and with the following components:

- Relevant information about applicant, including contact name, organization, address, telephone, email address
- Qualifications of Applicant
- Applicant Description, including the relevant personnel, experience, expertise and technical abilities that make it possible to carry out the proposed activity.
- Specific Approach, including work plan, rationale and means to accomplish the plan. Details of specific sub-tasks and schedules to accomplish the tasks should be included.
- References
- Assurances that the applicant will comply with all Federal mandates and requirements applicable to recipients of Federal funding and has no conflict of interest that bars his/her/their receiving the contract
- Assurances that ownership of the equipment will be assigned to DRNJ.

Budget and Pricing

Include a detailed budget and fee breakdown based on your pricing model.
- What is the pricing model? Fixed fee, hourly rate, hybrid, other?
- What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):
o On-site time
o Help-desk support
o Response time/problem resolution time
o Travel time
o Vendor management
o Training
o Regular in-person business review
o Regular reporting on system health in business terms
o Response to major system problems or outages

**Evaluation Criteria:**

Proposals will be evaluated based on the following categories:

- **Suitability of the Proposal** - the proposed solution meets the needs and criteria set forth in the RFP
- **Authorization** - Firm is certified by the hardware and software manufacturers for the technology that is in place at DRNJ
- **Experience** - Firm demonstrates that it has successfully completed comparable initiatives and has the qualifications and resources necessary to undertake this initiative evidenced by proposal qualification and references.
- **Price**

**Proposal Award:**

Award of the contract resulting from this RFP will be based upon the most responsive vendor whose offer will be the most advantageous to DRNJ in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

DRNJ reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

**Due Date and Location:**

Responses shall be submitted either via mail or email no later than close of business on August 21, 2020:

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