
REQUEST FOR PROPOSALS

for

**NETWORK, HARDWARE & SOFTWARE
MAINTENANCE SERVICES**

Contract No.: PW1205

ISSUE DATE: December 12, 2012

**MANDATORY ELECTRONIC NOTICE OF INTENT TO PARTICIPATE
DUE DATE: December 26, 2012 by 5:00 PM Eastern Time**

PROPOSAL DUE DATE: January 10, 2013 by 5:00 PM Eastern Time

At the

NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY

PREPARED BY:

NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY
ONE WEST STATE STREET
PO BOX 991
TRENTON, NEW JERSEY 08625-0991

**REQUEST FOR PROPOSALS (“RFP”)
FOR
NETWORK, HARDWARE & SOFTWARE MAINTENANCE SERVICES**

INTRODUCTION

The New Jersey Schools Development Authority (“NJSDA” or “Authority”) is seeking to engage the services of one (1) firm (“firm” or “consultant”) to provide network, hardware and software maintenance services at the NJSDA’s headquarters located at 1 West State Street, Trenton, NJ 08625 and at the two (2) other office locations listed in the Scope of Services, attached as Appendix B to the Agreement (Attachment A to this RFP), or at any NJSDA school development site.

The term of the engagement will be three (3) years.

There is no standard NJSDA pre-qualification requirement applicable to this engagement. Firms must demonstrate experience and qualifications as more fully described below.

This REQUEST FOR PROPOSALS PACKAGE consists of the following items:

1. Request for Proposals
2. Attachment A: Consultant Agreement
3. Attachment B: NJSDA Form 202 - Key Team Member Resume
4. Attachment C: Moral Integrity Questionnaire
5. Attachment D: Source Disclosure Certification Form
6. Attachment E: NJSDA Fee Proposal

The services required of the firms pursuant to this RFP are set forth in the Scope of Services attached as Appendix B to the Agreement (Attachment A to this RFP). The RFP documents must be read in their entirety as they define the responsibilities of the firm and the NJSDA. A firm wishing to submit a Proposal must review and be thoroughly familiar with all terms and conditions of these documents.

Upon award, the NJSDA shall forward the Agreement for Network, Hardware & Software Maintenance Services (the “Agreement”) to the selected firm for immediate execution, **without modification**.

Notice of Intent to Participate. Any firm wishing to submit a proposal **must** sign in electronically by sending an e-mail Notice of Intent to Participate to Daryl Johnson at djohnson@njsda.gov **no later than 5:00 PM Eastern Time on December 26, 2012.**

Questions from Interested Firms. Firms may submit written questions or requests for information (“RFIs”) to the NJSDA by sending them by e-mail to Daryl Johnson at djohnson@njsda.gov **no later than 5:00 PM Eastern Time on December 26, 2012.** The questions and NJSDA answers will be provided electronically to each firm that submitted a timely e-mail Notice of Intent to Participate in the form of an addendum to this RFP.

Responses to this RFP must be received by the NJSDA by 5:00 PM Eastern Time on January 10, 2013.

1.0 INSTRUCTIONS FOR SUBMITTING A TECHNICAL PROPOSAL

A firm responding to this RFP shall thoroughly familiarize itself with the RFP to ensure responsiveness in its submission. The submission is to consist of the following:

- 1.1 Cover Letter
- 1.2 Firm Experience - Case Studies
- 1.3 Team Structure
- 1.4 Key Team Member Experience and Qualifications
- 1.5 Approach to Providing the Scope of Services
- 1.6 Approach to Service Level Agreement Performance
- 1.7 Moral Integrity Questionnaire
- 1.8 Business Registration
- 1.9 Outsourced Services Special Provisions

The firm's Technical Proposal must be organized and presented in the foregoing order and must not exceed forty (40) one-sided 8.5" X 11" pages. Organizational charts, staffing structure, and schedules may be on larger paper. The following items will not count toward the page limit: resumes, required forms, and section dividers. Each Technical Proposal will be ranked using the Evaluation Criteria listed in this RFP, with information contained in a Technical Proposal verified as may be necessary.

Proposal Package Mailing Instructions. The firm must submit one (1) unbound original and three (3) bound copies of a Technical Proposal; one (1) original, completed NJSDA Fee Proposal (in a separate envelope, which is sealed and then placed in the same package with the Technical Proposal); and one (1) original, completed Moral Integrity Questionnaire (in a separate envelope, which is sealed and then placed in the same package with the Technical and Fee Proposals). Proposal Packages must be received by the NJSDA no later than **5:00 PM Eastern Time on January 10, 2013**, as follows:

If submitting by hand or overnight delivery, at the:

**NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY
1 West State Street – 1st Floor
Trenton, New Jersey 08625-0991
Attention: Daryl Johnson, Procurement
Subject: Network, Hardware & Software Maintenance Services Proposal - PW1205**

If submitting by U.S. Mail, address packages to:

**NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY
P.O. Box 991
Trenton, New Jersey 08625-0991
Attention: Daryl Johnson, Procurement**

Subject: Network, Hardware & Software Maintenance Services Proposal - PW1205

Submissions received after the date and time indicated on the RFP cover sheet will not be considered. Faxed and e-mailed Proposals will not be accepted.

The items that must be addressed in the Technical Proposal that must be submitted are further described below.

1.1 Cover Letter

Present a brief **understanding of the NJSDA's needs** as described in the Scope of Services set forth in Appendix B of the Agreement (Attachment A to this RFP). Include in the cover letter a summary description of the **firm's size and available resources**, and any other information relevant to the firm's qualifications not set forth elsewhere in its Technical Proposal. **The firm shall not include any fee information whatsoever in the Cover Letter or elsewhere in the Technical Proposal.**

1.2 Firm Experience – Case Studies

Firm experience shall be assessed through a brief summary of the firm's general relevant experience, including experience with Information Technology Support and Consulting Services, through **(a) a brief summary of technical knowledge and experience, and (b) two specific required case studies**. The case studies must address recent examples of the proposing firm's past provision of services of the type outlined in the Scope of Services. **Case studies may be based on contracts with public or private sector clients.** The case studies must concisely set forth the basic background information (e.g., dates and location), the scope of services provided, and results of said engagement. The case studies must describe the effectiveness of the engagement, and the methodology used to measure such effectiveness. The firm must identify the name and address of the client entity and the name, title and telephone number of a contact person associated with the client entity who is familiar with and able to comment on the firm's performance on each project.

1.3 Team Structure

Present a narrative, and a corresponding Organizational Chart, detailing the structure of the Key Team or Teams that will support NJSDA in each of the services specifically required in the Scope of Services, as well as the Key Team Member or Members who will be responsible for this engagement. The narrative should also describe the contemplated role and level of responsibility of each Key Team Member. For the purpose of this engagement, a "Key Team Member" is a principal, partner or officer of the Firm, senior associate, mid-level associate or associate, represented in the Proposal as having a responsible role in the successful completion of the required Services. At a minimum, the following Key Team Members must be addressed: Help Desk Analyst, Field Technician, Desktop Deployment Technician, Systems/Network Administrator, IT Infrastructure Consultant and IT Project Manager.

1.4 Key Team Member Experience and Qualifications

Utilizing *NJSDA Form 202 – Key Team Member Resume*, the firm should provide a summary of each Key Team Member's experience, which must include, but is not limited to a description of at least three (3) projects completed within the last three (3) years for which the Key Team

Member in question fulfilled a role similar to that proposed for this engagement. At a minimum the following Key Team Members must be addressed: Help Desk Analyst, Field Technician, Desktop Deployment Technician, Systems/Network Administrator, IT Infrastructure Consultant and IT Project Manager. For each Key Team Member, the resumes should also include, but not be limited to, any applicable certifications and/or affiliations. *NJSDA Form 202 – Key Team Member Resume* is included in Attachment B to this RFP.

1.5 Approach to Providing the Scope of Services

The firm must explain in detail its specific approach, including relevant internal processes, to providing **each** of the services specifically required in the Scope of Services at all NJSDA locations across the state. These services fall into two main categories: (a) Network and Hardware Maintenance, and (b) services provided under a Universal Labor Plan. This section of a Technical Proposal must also address how the firm will support system functions, its business and off-hours of operation, and key locations of support personnel.

1.6 Approach to Service Level Agreement Performance

In this section of its Technical Proposal, a firm must describe its approach to performing the services that will be subject to a Service Level Agreement (“SLA”) within the levels established in the SLA, as provided in the Scope of Services, established in the Agreement.

1.7 Moral Integrity Questionnaire

At the same time as a Proposal is submitted, the firm must also submit to NJSDA one (1) completed Moral Integrity Questionnaire for submission to the New Jersey State Police, in the form attached as Attachment C to this RFP. NJSDA will hold all submitted Questionnaires, unopened, until after all firms have been ranked, unless special circumstances warrant otherwise. Thereafter, NJSDA staff will forward the Questionnaire of the top-ranked firm to the New Jersey State Police for review. **Moral Integrity approval is a prerequisite to engagement of the firm.**

1.8 Business Registration

Pursuant to N.J.S.A. 52:32-44(b), as amended by P.L. 2004, c. 57, each proposing firm must provide proof of valid business registration with the Division of Revenue of the New Jersey Department of the Treasury (the “Division of Revenue”), in its submission in response to this RFP.

Business registrations of proposed subconsultants, if any, are NOT required to be included in a firm’s Proposal.

However, if a firm is selected as a Consultant, it must require all of its subcontracted firms to provide it with a copy of each such sub-consultant’s business registration, which the Consultant must forward to the NJSDA. No firm selected as a Consultant may enter into any subcontract with a firm that has not provided proof of valid business registration to the selected firm, for forwarding to the NJSDA.

Firms not currently in possession of a valid business registration may obtain New Jersey Business Registration assistance by going on-line to www.state.nj.us/treasury/revenue/gettingregistered.shtml or by calling the New Jersey

Department of Treasury at (609) 292-9292. Please be advised, however, that business registrations are mailed generally within seven to ten days, so firms should plan accordingly.

1.9 Outsourced Services Special Provisions

Under P.L. 2005, c. 92 (formerly Executive Order No. 129 (2004)), the NJSDA shall not award a contract to a bidder that submits a bid proposal to perform services, or to subcontract with a firm to perform services, outside the United States, unless one of the following conditions is met:

- (a) The bidder or its subcontractor provide a unique service, and no comparable, domestically-provided service can adequately duplicate the unique features of the service provided by the bidder and/or its subcontractor; or
- (b) A significant and substantial economic cost factor exists such that a failure to use the bidder's and/or subcontractor's services would result in economic hardship to the NJSDA; or
- (c) The Treasurer determines that a failure to use the bidder's and/or subcontractor's services would be inconsistent with the public interest.

Source Disclosure Requirements

All bidders seeking a contract with the NJSDA shall be required to disclose:

- (a) The location by country where services under the contract will be performed; and
- (b) The location by country where any subcontracted services will be performed.

Accordingly, the bidder should submit **with its bid proposal** the *Source Disclosure Certification Form* (see Attachment D to this RFP), filled out with the sourcing information required for itself and any proposed subcontractor. **Failure to submit sourcing information shall preclude award of a contract to the proposing firm.**

Shift to Outsourced Services During Contract Term Shall Be a Breach of Contract

If, during the term of the contract, the Consultant or subcontracted firm, who had on contract award declared that services would be performed in the United States, proceeds to shift the performance of the services outside of the United States, the Consultant shall be deemed in breach of the Agreement, which shall be subject to termination for cause under the terms of the Agreement, unless the NJSDA Procurement Director shall have first determined in writing that extraordinary circumstances require a shift of services or that a failure to shift the services would result in economic hardship to the NJSDA or the State.

2.0 INSTRUCTIONS FOR SUBMITTING A FEE PROPOSAL

The firm must complete and return a *NJSDA Fee Proposal* in the form set forth in Attachment E to this RFP for all services contained in the Scope of Services. As indicated on the *NJSDA Fee Proposal* form, Price Per Unit Fees are required for network hardware and software services, and

Loaded Hourly Labor Rates are required for onsite technical resources to assist with problem resolution for unanticipated MIS/IT services which are time sensitive in nature related to: network infrastructure, network devices, file servers, desktops, laptops, software applications, help desk support or system administration. Prices must be proposed for all three years of the engagement. Prices must also be proposed in conformity with the information, including the applicable service level (i.e. 24-7 or 9-5), provided in Exhibits 1-5 of the Scope of Services, attached as Appendix B to the Agreement (Attachment A to this RFP).

The original NJSDA Fee Proposal must be submitted to the NJSDA in a separately sealed envelope at the same time and location as the firm's Technical Proposal as described above under "Proposal Package Mailing Instructions."

Faxed or e-mailed Fee Proposals shall not be accepted.

3.0 SELECTION PROCEDURES

Each Proposal will be reviewed to determine responsiveness. Non-responsive Proposals will be rejected without evaluation. Responsive Technical Proposals will be evaluated by a Selection Committee ("Committee") established for the purpose of evaluating responsive Technical Proposals. The Selection Committee shall consist of no fewer than three (3) NJSDA Staff members. The evaluation will be based upon the information provided by a firm in response to this RFP, and any necessary verification thereof. Technical Proposals shall be evaluated on the following Evaluation Criteria:

- Firm Experience – Case Studies
- Team Structure
- Key Team Member Experience and Qualifications
- Approach to Providing the Scope of Services
- Approach to Service Level Agreement Performance

Each Selection Committee Member will evaluate each Technical Proposal, assigning a raw score for each criterion on a scale of 0 to 10 as follows:

- Outstanding (9-10): depth and quality of response offers significant advantages.
- Superior (7-8): exceeds RFP requirements with no deficiencies.
- Sufficient (5-6): meets RFP requirements with no significant deficiencies.
- Minimal (3-4): meets RFP requirements but contains some significant deficiencies.
- Marginal (1-2): comprehends intent of RFP but contains many significant deficiencies.
- Unsatisfactory (0): requirements not addressed and lack of detail precludes adequate evaluation.

Weighting factors will then be applied to each of the Selection Committee Member's raw scores for each criterion to arrive at a total weighted score as follows:

Criteria	Weighting Factor	Maximum Weighted Points
Firm Experience – Case Studies	3.0	30
Team Structure	1.0	10

Key Team Member Experience and Qualifications	2.0	20
Approach to Providing the Scope of Services	3.0	30
Approach to Service Level Agreement Performance	1.0	10
TOTAL POSSIBLE POINTS		100

Respondents will receive a Technical Proposal Score based on the above-described evaluation criteria. The scores of the Selection Committee members will be aggregated to obtain a Technical Proposal Score for each firm. The responding firms will be ranked based on their Technical Proposal Score and a shortlist of the three (3) highest-ranked firms shall be determined. The shortlisted firms will be notified to participate in interviews with the Selection Committee. If fewer than three (3) firms submit valid, responsive Proposals, then all such responding firms will be invited to participate in interviews with the Selection Committee. During the interviews, the Selection Committee will evaluate each firm based upon the same evaluation criteria and weighting factors set forth above. The Selection Committee members will independently score each firm based upon its interview. The scores of the Selection Committee members will be aggregated to obtain an Interview Score.

The Technical Proposal Score and the Interview Score assigned to each firm will be added together to obtain the firm's Final Combined Score. Firms will be ranked in accordance with their Final Combined Score.

Following the final technical ranking, the Fee Proposals will be opened and reviewed by the NJSDA. Using the Fee Proposals as a guideline, the NJSDA shall negotiate a contract with the highest-ranked firm at compensation that the NJSDA determines to be fair and reasonable. Should the NJSDA be unable to negotiate a satisfactory contract with the highest-ranked firm, the NJSDA shall terminate negotiations with the highest-ranked firm and shall then undertake negotiations with the second highest-ranked firm. Failing accord with the second highest-ranked firm, the NJSDA shall terminate negotiations with the second highest-ranked firm and shall then negotiate with the third highest-ranked firm. In the event that the NJSDA is unable to reach a satisfactory contract with any of the three highest-ranked firms, the NJSDA may select additional firms in order of their ranking and continue negotiations until an agreement is reached or, at its option, the NJSDA may reject all Proposals.

The successful firm will be required to comply with all pre-award documentation requirements. Upon satisfaction of all pre-award requirements, the successful firm will be awarded the engagement. Unsuccessful firms will be notified by letter after award.

After the award, if you wish to review any of the Proposals submitted and/or the Selection Committee's evaluations, you shall complete an Open Public Records Act (OPRA) request form. The form can be downloaded from the NJSDA website at <http://www.njsda.gov/opra/index.html>. Please submit completed OPRA forms to: Custodian of Public Records, New Jersey Schools Development Authority, One West State Street, P.O. Box 991, Trenton, New Jersey 08625-0991.

Notwithstanding anything to the contrary in the above, the NJSDA has no obligation to make any award and reserves the right to waive any non-material defects, reject any or all Proposals for any reason in accordance with law, and/or terminate the procurement at any time.

Any firm attempting to contact government officials (elected or appointed), including NJSDA Board members, NJSDA Staff, and Selection Committee members, other than by submitting a formal RFI, in an effort to influence the selection process may be immediately

disqualified.

4.0 PRE-AWARD REQUIREMENTS

After completion of the RFP process and determination of the successful firm, the NJSDA shall require the following additional information prior to the award of the contract:

4.1 Campaign Contributions Disclosure and Contracting Ineligibility. The NJSDA and participants in this procurement are subject to the provisions of P.L. 2005, c. 51 (enacting N.J.S.A. 19:44-20.13 to -20.25, and amending and supplementing N.J.S.A. 19:44A-20.1 *et seq.*) which impose restrictions on State agencies and independent authorities to insulate the procurement, negotiation and award of state contracts from the risk or appearance of improper influence in connection with political contributions. Additionally, this procurement is subject to the terms of Executive Order No. 117 (2008), which is designed to enhance New Jersey's efforts to protect the integrity of government contractual decisions and increase the public's confidence in government. The Executive Order builds on the provisions of P.L. 2005, c. 51 ("Chapter 51"), and limits contributions to certain political candidates and committees by for-profit business entities that are, or seek to become, State government vendors.

The provisions of Chapter 51 and Executive Order No. 117 (2008) make political contributors ineligible for award of state contracts for specific periods of time depending on the nature of the contribution. Accordingly, a selected firm will be required to respond in a timely fashion to certification and disclosure requirements that will be stated in the Notice of Award issued by the NJSDA.

a. Certification and Disclosure Forms. Each firm shall receive a Notice of Award that will, among other things, notify the firm that it must submit a Certification and Disclosure of Political Contributions form and Business Entity Disclosure form as provided by NJSDA. Failure to submit these forms in a timely fashion shall be cause for rejection of the firm.

b. Firm's Continuing Obligation to Comply with P.L. 2005, c. 51. The firm shall be required on a continuing basis to disclose and report to NJSDA any contributions made during the contract term by the Business Entity on forms provided by NJSDA, at the time it makes the contribution.

4.2 Annual Political Contributions Disclosure Statement. Firms are advised of their responsibility to file an annual disclosure statement on political contributions with the New Jersey Election Law Enforcement Commission ("ELEC"), pursuant to N.J.S.A. 19:44A-20.18 and 20.19 (P.L. 2005, c. 271, section 3), in the event they receive contracts in excess of \$50,000 from a public entity in a calendar year. It is a firm's responsibility to determine if filing is necessary. Failure to so file can result in the imposition of financial penalties by ELEC. Additional information about this requirement is available from ELEC at 888-313-3532 or at www.elec.state.nj.us.

4.3 Anti-Discrimination Requirements. The Consultant and its subconsultants shall not discriminate in employment and shall abide by all anti-discrimination laws including those contained within N.J.S.A. 10:5-1 *et seq.* and all rules and regulations issued thereunder, including N.J.A.C. 17:27-1.1 *et seq.* **Accordingly, in a notice of award, a firm and its subconsultants shall be required to submit to the NJSDA, with its executed Agreement, one of the following**

three documents:

- (1) appropriate evidence that the consultant is operating under an existing Federally approved or sanctioned affirmative action program;
- (2) a certificate of employee information report approval issued in accordance with N.J.A.C. 17:27-4.2; or
- (3) an initial *Form AA302 - Employee Information Report* completed by the firm in accordance with N.J.A.C. 17:27-4.2. Please note the Authority only seeks a copy of the Form AA302. The original should be forwarded to the NJ Department of the Treasury, Division of Purchase & Property, Contract Compliance Audit Unit, EEO Monitoring Program as directed on the form. Forms may be downloaded at http://www.state.nj.us/treasury/contract_compliance/forms.shtml.

4.4 Insurance and Indemnification. A successful firm shall be required to provide evidence of the insurance coverages required in Section 5.1 of the Agreement, Attachment A to this RFP, at the time of execution of the Agreement. This is a pre-award requirement. Do not submit with your Technical Proposal.

4.5 Other Information As Required. The NJSDA may request additional information from selected firms as required under the Agreement, policies, procedures or law.

4.6 Addenda. NJSDA may amend or alter the terms of this RFP either in response to timely RFIs or of its own accord, up to seventy-two (72) hours prior to the deadline for submissions. Such addenda will become part of this RFP by reference and are to be given equal weight and priority by Firms responding to this RFP.

ATTACHMENT A

CONSULTANT AGREEMENT

{See attached sheets}

ATTACHMENT B

**NJSDA FORM 202 –
KEY TEAM MEMBER RESUME**

{See attached sheet}

ATTACHMENT C

MORAL INTEGRITY QUESTIONNAIRE

{See attached sheet}

ATTACHMENT D

SOURCE DISCLOSURE CERTIFICATION FORM

{See attached sheet}

ATTACHMENT E

NJSDA FEE PROPOSAL

{See attached sheet}