

RESOLUTION

20-532

No. _____

Date of Adoption September 17, 2020

Approved as to Form and Legality

Factual content certified by

JOHN MORELLI, CITY ATTORNEY

ADAME E. CRUZ, BUSINESS ADMINISTRATOR

Councilman /woman

presents the following Resolution:

RESOLUTION AWARDING A CONTRACT THROUGH A FAIR AND OPEN COMPETITIVE CONTRACTING PROCESS IN ACCORDANCE WITH N.J.S.A. 19:44A-20.4 ET SEQ TO MAESTRO TECHNOLOGIES, INC FOR TECHNICAL SUPPORT SERVICES FOR THE CITY OF TRENTON, DEPARTMENT OF ADMINISTRATION, DIVISION OF MANAGEMENT INFORMATION SYSTEM, IN AN AMOUNT NOT TO EXCEED \$1,519,322.00 FOR A PERIOD OF TWO (2) YEARS- CC2020-08

WHEREAS, Resolution Number 06-349 authorized the utilization of competitive contracting in lieu of public bidding for Technical Support Services for the City of Trenton, Department of Administration, Division of Management Information Technology as required pursuant to the authority set forth in the Local Public Contracts Law N.J.S.A. 40A:11-4.1 et. seq.; and

WHEREAS, a Competitive Contracting Request for Proposal was advertised on August 11, 2020, eleven (11) sealed proposals were received on September 1, 2020 and evaluated based on criteria that included quality of technical proposal, innovative approach to problem solving, experience, responsiveness to scope of services and proposal pricing; and

WHEREAS, the proposal of Maestro Technologies, Inc., 1 West State Street, 2nd floor, Trenton, New Jersey 08608 for Technical Support Services for the City of Trenton, Department of Administration, Division of Management Information Technology was deemed to include the necessary qualifications and expertise for the performance of the services at the rates listed in the proposal for a period of two (2) years with an option to extend the 3rd and 4th year; and

WHEREAS, funds in an amount not to exceed \$1,519,322.00 for a period of two (2) years have been certified to be available in the following account number: 1-01 25-2540-290 FY'21 (\$601,398.29 from September 16, 2020 to June 30, 21); FY'22 2-01 25-2540-290 (\$759,661.00 from 7/1/21 to 6/30/22), FY'23 3-01 25-2540-290 (\$158,262.71 from 7/1/22 to 9/15/22) with an option to extend the 3rd year in an amount not to exceed \$774,855.00 and an option to extend the 4th year in an amount not to exceed \$790,353.00. Emergency response hourly rate is \$49.00.

NOW, THEREFORE IT IS RESOLVED, by the City Council of the City of Trenton, as follows:

1. The Mayor is hereby authorized to enter into a contract with Maestro Technologies, Inc., 1 West State Street, 2nd floor, Trenton, New Jersey 08608 for Technical Support Services for a period of two (2) years with an option to extend the 3th and 4th year for the City of Trenton, Department of Administration, Division of Management Information Technology System.
2. This contract is awarded pursuant to the authority set forth in the Local Public Contracts Law N.J.S.A.40A:11- 4.1.
3. A notice of this action shall be printed once in the official newspaper for the City of Trenton and the Resolution and contract shall remain on file in the City Clerk's Office.

	Aye	Nay	Abstain	Absent		Aye	Nay	Abstain	Absent		Aye	Nay	Abstain	Absent
BLAKELEY		✓			MUSCHAL	✓				MCBRIDE			✓	
CALDWELL	✓				RODRIGUEZ	✓								
WILSON														
HARRISON		✓			VAUGHN	✓								

This Resolution was adopted at a Meeting of the City Council of the City of Trenton on September 17, 2020

Kathleen Mc Bride
President of Council

Adame E. Cruz
City Clerk

CONTRACT
COMPETITIVE CONTRACTING REQUEST FOR PROPOSAL
CC2020-08
RESOLUTION 20-532

THIS CONTRACT, made this 18TH day of SEPTEMBER 2020 by and between the **CITY OF TRENTON, 319 EAST STATE STREET, TRENTON, NEW JERSEY 08608** a Municipal Corporation of the State of New Jersey, ("City") and **MAESTRO TECHNOLOGIES, INC., 1 WEST STATE STREET, 2ND FLOOR, TRENTON, NEW JERSEY 08608** ("CONTRACTOR")

WHEREAS, the City has a need for **TECHNICAL SUPPORT SERVICES** for the City of Trenton, Department of Administration, Division of Information Management.

WHEREAS, Contractor agrees to provide **TECHNICAL SUPPORT SERVICES** in the terms and conditions as set forth hereinafter, and the City being agreeable thereto;

NOW THEREFORE, the parties mutually agree as follows:

1. PROFESSIONAL SERVICES:

The City agrees to retain **MAESTRO TECHNOLOGIES, INC., 1 WEST STATE STREET, 2ND FLOOR, TRENTON, NEW JERSEY 08608** hereinafter set forth at the request of and under the general supervision for the City of Trenton, Department of Administration, Division of Information Management.

2. SCOPE OF SERVICES

SEE SCOPE OF SERVICES SECTION

3. DURATION OF THE CONTRACT:

This contract shall remain in full force and effect for a period of two (2) years with an option to extend two(2) one (1) year extensions from September 16, 2020 to September 15, 2022 in an amount not to exceed \$1,519,322.00 with an option to extend the third (3rd) year in an amount not to exceed \$774,855.00 and an option to extend the fourth (4th) year in an amount not to exceed \$790,353.00. Emergency response hourly rate is \$49.00.

- (a) All work performed by the must be continuous with no interruption in services to complete the project.
- (b) The Contractor shall submit monthly bills complete with appropriate support documentation to justify said billing.

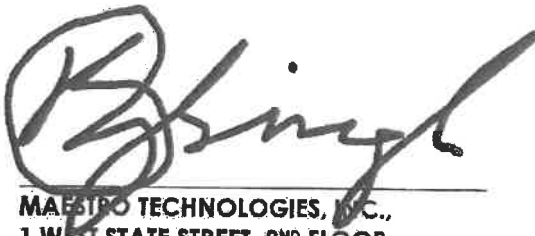
4. STATUS OF CONTRACTOR:

It is expressly understood by and between the parties hereto that the status of the Contractor retained to carry out the services set forth in this agreement is that of an Independent Contractor. It is further understood by and between the parties that is not intended nor shall it be construed, that the contractor is an agent, employee, or officer of the City of Trenton.

- 5. NOTICES:** Any notices required to be delivered to either party pursuant to this Contract shall be in writing to their respective addresses. The parties shall be responsible for notifying each other of any change of address.

6. **INTEGRATION: Resolution #20-532** and this contract constitutes the entire agreement between the parties and any representation that may have been made prior to the execution of this Contract are nonbonding, void, and of no effect and neither party has relied on any such prior representations in entering into this Contract with the City of Trenton, Department of Administration, Division of Information Management.
7. **ENFORCEABILITY:** If any term or condition of this Contract or its application to any party or circumstances shall be deemed invalid or unenforceable, the remainder of the Contract and its application to other parties and circumstances shall not be affected.
8. **GOVERNING LAW:** This Contract shall be governed by the laws of the State of New Jersey.
9. **MISCELLANEOUS PROVISIONS:**
 - a. Contractor will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, gender identity or expression, affectional or sexual orientation, disability or nationality. Contractor will take affirmative action to ensure that such applicants are recruited and employed and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional, gender identity or expression, sexual orientation. Such action shall include, but is not limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause;
 - b. Contractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, gender identity or expression, affectional or sexual orientation.
 - c. Contractor, where applicable, agrees to comply with the regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the American with Disabilities Act.
 - d. Contractor, where applicable, agrees to attempt to schedule minority and female workers consistent with the applicable county employment goals prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2, amended and supplemented from time to time.
 - e. Contractor, where applicable, agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies,

- f. discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, gender identity or expression, affectional, sexual orientation, disability or nationality and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.
- g. Contractor, where applicable, agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, sex, gender identity or expression, affectional, sexual orientation, disability or nationality. Contractor will conform these employment goals consistent with statutes and court decisions of the State of New Jersey, and applicable Federal law and Federal court decisions.
- h. Contractor, where applicable, shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations. Contractor shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (N.J.A.C. 17:27).
- i. Contractor, shall submit along with the signed contract one of the following as evidence of compliance with N.J.A.C. 17-27:
 - 1. Appropriate evidence that the Independent contractor 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.
 - 3. An initial employee information report (Form AA#302) provided by the Affirmative Action Office and completed by the contractor in accordance with N.J.A.C. 17:27-4



MAESTRO TECHNOLOGIES, INC.,
1 WEST STATE STREET, 2ND FLOOR,
TRENTON, NEW JERSEY 08608

09.24.2020

DATE

Seal: _____

Attest: 

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals the day and year above written.

ATTEST:


MATTHEW H. CONLON, RMC
MUNICIPAL CLERK

CITY OF TRENTON


W. REED GUSCIORA
MAYOR

10-13-2020
DATE

9-30-2020
DATE

INTRODUCTION

The City of Trenton ("City"), Department of Administration is soliciting sealed competitive contracting request for proposals through a fair and open process in accordance with N.J.S.A. 19:44A-20.4 et seq. from Information System Respondents ("Respondent") for the provision of technical support services for the City of Trenton's Information System and computing infrastructure for a period of two (2) years with the option to extend two (2) one (1) year extensions. It is the goal of the City to maintain and operate its current information system but also to seek new opportunities within information technology in order to; improve the delivery and quality of municipal services, streamline antiquated and redundant operations, increase employee productivity and maximize limited municipal resources.

The selected Respondent will be a primary provider of technical support of software, hardware and networking equipment for all current and future municipal applications at City of Trenton locations and the Trenton Free Public Library location(s) excluding the Police Department CAD and RMS systems.

The work is comprised of Help Desk functions, hardware installation and maintenance, software installation and maintenance, network installation, maintenance and network management (firewalls, routers, switches, wireless networks, radios and antennae), audio visual equipment setup and maintenance (projectors, etc.) and partial responsibility for the VoIP telephony system (servers and network connections). The Respondent shall have the ability to create programs/scripts to accomplish certain tasks as required.

There are also project planning and implementation tasks that shall be part of this scope of work which shall be carried out as required. The work shall be assigned by the Business Administrator or their designee. Objectives, resource requirements, milestones, and timeframes will be developed jointly between the City and the service vendor. For planning purposes, the Respondent shall include within its' pricing adequate resources capable of accomplishing these projects. The exact nature of the work cannot be determined at this time, however traditionally they have involved, WAN/LAN configuration and upgrades, Server installation/configuration/upgrades and PC Installations/Configuration/Swaps/Upgrades.

The equipment is located in approximately 30 locations within the City, with major concentrations at City Hall, Police HQ, Water Admin, and Fire HQ. The Police Department has their own network and has specific requirements for the Respondent staff that shall be assigned to service their network.

The Respondent shall report directly to the Business Administrator or their designee.

All software or hardware developed or invented by the Respondent, in part or in whole while working at a City of Trenton facility, or during time that a vendor employee is being paid by the City, shall become the exclusive property of the City of Trenton.

The specifications and requirements are to be met for **on-site** location of the following personnel. Remote staffing is not allowable or negotiable for this competitive contract. Any proposal seeking to provide the services required by this document remotely will be rejected. Additional supplementary services not required by this document may be provided remotely if desired.

All staff are to report on site for their shifts Monday through Friday for 7 hour shifts between 9am and 5PM. Services must be available on and on-call basis after 5pm. Police department personnel reporting times will be specified as follows: 0700 to 1500 and 0900 to 1700 with on call support to be mitigated on site after 1700.

Non-negotiable **On-site staffing** specifications required are as follows:

A Site Manager shall take an active role in the management of the vendor's assigned work, including requests for service and projects, and shall be on site each workday. The Site Manager shall actively manage the vendor's staff and workload, and the Site Manager or another High-Level Manager of the vendor shall assist the City in IT related management tasks as directed by the Business Administrator or their designee. This assistance shall include, but is not limited to, preparation and evaluation of specifications, obtaining quotes, evaluating proposals, and evaluating applications hardware and software. The vendor shall, at the discretion of the Business Administrator or their designee, be required to proactively seek hardware and software solutions for procurement by the City of Trenton. The vendor shall provide a quarterly report to the City of Trenton detailing all recommended upgrades and identifying clear next steps should the City wish to procure said upgrades. If proactive procurement assistance carries with it a cost above and beyond the rest of the competitive contract, the vendor shall delineate the specific cost for this service in their price proposal.

Requirements: Bachelor's Degree in Business Management Computer Science, Engineering, or related field, At Least ten (10) years of experience in Project Management with progressively increased levels of responsibility leading a complex project or a portfolio of projects.

Project Manager Acts as a primary contact between the vendor(s) and the City of Trenton for program activities. Project Manager will be leading technology review sessions with City of Trenton Business Administrator of Designee to discuss schedule and technical performance. Project manager will be responsible for the management, coordination, and completion of information technology projects. Project Manager develops and manages detailed project management plans, schedules, and status reports to oversee all aspects of projects. Project Manager builds and maintains working relationships with City of Trenton, and other departments involved in the projects, provides technical guidance, and innovative solutions. Project Manager conducts team meetings and is Responsible for IT Procurement purchases. Responsible for tracking all projects and provide guidance in the project analysis. Ensures adherence to quality standards and reviews all projects and their deliverables. Identify and resolve operational problems using defined processes, expertise, and judgment.

Requirements: Bachelor's Degree in Business Management Computer Science, Engineering, or related field, At Least ten (10) years of experience in Project Management with progressively increased levels of responsibility leading a complex project or a portfolio of projects.

Senior Telecomm & Network Infrastructure Architect Will oversee the network security, system configuration, future system installations and enforcement of system/network standards. Implement new network solutions that improve performance and the resilience of the current environment. Oversee the monitoring practices of network performance, troubleshooting of network problems and outages, system upgrades, and optimization activities. Senior Telecomm & Network Infrastructure Architect will also oversee the administration of firewall environments, fault investigations and overall security of the network. Senior Telecomm & Network Infrastructure will design and document the network model, test plans, and architectural infrastructure, as well as develop technology roadmap and overall infrastructure strategy. Senior Telecomm & Network Infrastructure manages vendors and the purchase, installation, and support of network communications, including LAN/WAN systems. Oversees network equipment installations, operations, maintenance activities, configuration, troubleshooting activities, and repairs to the IT network devices, circuits, cables, routers, switches, components, software, and end-user devices, components, software, and connectivity. Senior Telecomm & Network Infrastructure provides support during implementation of system integrations, designs, testing, and technical and functional documentation. Senior Telecomm & Network Infrastructure also researches,

analyzes, and modifies networking systems or software application systems including encoding, testing, debugging, and installing. Work with the City of Trenton to develop and improve existing network performance, security and optimization methods based on City of Trenton's identified needs. Identify, recommend, and develop methods, tools, and metrics for City of Trenton process and operational support. Identify networking priorities and advises City of Trenton on options.

Requirements: Bachelor's degree Computer Science, Computer Engineering, Information Technology, or related field, certification in CCNA, CCIE or CCNP or an equivalent. At least Ten (10) years of technical experience providing internal/external consulting services in networking and systems issues. Significant real-world experience with cloud environments and server management, prior experience with network monitoring and security products.

Senior Network Administrator & IT Consultant Provides management and technical direction to one or multiple IT-based projects from complex system engineering, software development, system support, analytics applications, complex databases and/or technology infrastructure projects. Supports case analysis and identification of alternative solutions and resulting impacts. Detailed migration planning and trade-off analysis. Software installation and configuration for multiple functional modules of enterprise software. Design and develop load-balancing processes to eliminate down time for backup processes. Design develop and document technical system architectures. Develop technical architectural strategies at the modeling, design, and implementation stages to address City of Trenton Programs' requirements. Collaborate with system architects, software architects and others to understand business or industry requirements Responsible for understanding all aspects of processing technologies such as: desktops, servers, PDAs, handheld computers and other such devices, disk storage systems, networking hardware and software systems. Troubleshoot complex configurations for root cause analysis, recommend technical operational solutions, perform capacity planning for network systems, and performance tuning. Ensures hardware/software compatibility. Maintains workstations and server systems focusing on operating systems and networks.

Requirements: Bachelor's degree Computer Science, Computer Engineering, Information Technology, or related field. At least eight (8) years of technical experience providing internal/external consulting services to management and technical staff in solving complex information, designs information technology, business processes, and systems issues. At least five (5) years of technical experience providing internal/external consulting services in networking and systems issues. Prior experience with cloud

environments, server management, network monitoring and security products. Certification in CCNA, CCIE or CCNP or an equivalent is also recommended.

Associate Network Administrator (1 for COT, 1 for Police Department)

Responsible for understanding all aspects of processing technologies such as: desktops, servers, PDAs, handheld computers and other such devices, disk storage systems, networking hardware and software systems. Troubleshoot complex configurations for root cause analysis, recommend technical operational solutions, perform capacity planning for network systems, and performance tuning. Ensures hardware/software compatibility. Maintains workstations and server systems focusing on operating systems and networks. Monitors and responds to complex technical, hardware, software, and network problems with a variety of hardware and software testing tools and techniques depending on the necessity. Provides the day-to-day technical support services necessary to the operation, maintenance, modification, and enhancements of a system. Provides support in computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Conducts and documents user acceptance testing for new development activities. Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. May upgrade or replace hardware and software systems. Supports and maintains user account information including rights, and systems groups. Provides maintenance, upgrade and repair of personal computing hardware and software, connected to both local and wide area networks.

Requirements: Bachelor's degree in Computer Science or a related field and five (5) years of technical experience is required. In lieu of a Bachelor's degree, an Associate Degree and three (3) years of technical experience in networking and systems issues, projects and/or solutions and is acceptable. Certification in CCNA, CCIE or CCNP or an equivalent is also recommended.

IT Technicians/Specialists (2 for COT, 1 for Police Department) Monitors and responds to complex technical, hardware, software, and network problems with a variety of hardware and software testing tools and techniques depending on the necessity. Provides the day-to-day technical support services necessary to the operation, maintenance, modification, and enhancements of a system. Provides support in computer operations, moving and installing equipment, computer cabling, data entry and

verification, media duplication, document control and software installation. Conducts and documents user acceptance testing for new development activities. Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. May upgrade or replace hardware and software systems. Supports and maintains user account information including rights, and systems groups. Provides maintenance, upgrade and repair of personal computing hardware and software, connected to both local and wide area networks.

Requirements: Associate degree in Information Technology or related field or Product Certification with prior experience necessary.

In lieu of an Associate degree, five (5) years of related experience in technical disciplines of IT. A+ Certifications, as well as CCNA, CCIE or CCNP or an equivalent is also recommended.

Domain Management Support - Manage domain registrations and renewals, review the portfolio and delete unused and unneeded domains, and maintain domain security. Work with the web hosting vendor to track unauthorized uses, site performance, and other key metrics. In addition, use these collaborative activities to work with the web hosting vendor to address issues and make changes to existing domains or the website platform as a whole.

Requirements: Associate or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required 3-5 years of database, network administration, or system administration experience. System administration and IT certifications in Linux, Microsoft, or other network related fields are a plus. Working knowledge of virtualization, VMWare, or equivalent. Strong knowledge of systems and networking software, hardware, and networking protocols. Experience with scripting and automation tools. A proven track record of developing and implementing IT strategy and plans. Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols

ADDITIONAL SCOPE OF SERVICES

The Respondent shall periodically prepare and provide electronic reports of all work done by the vendor. These reports shall be derived from service activity reports completed by vendor staff and shall include information on requests for service and projects work.

Request for Service reports shall include, at a minimum, vendor employee name, time and date of call logging, time and date of response to request, hours worked to resolve the problem, a description of the problem and the solution, and the time and date the call was closed.

Project status reports shall include the name of the person primarily responsible for the completion of the project, the amount of time expended on the project during the reporting period, deliverables completed, the plan for project completion, with timeframes and milestones and required resources.

The Respondent may not assign, transfer or otherwise dispose of any elements contained within the submitted proposal without written permission of the City of Trenton. The selected vendor shall be the primary source of technical support of all operating systems within the City of Trenton, excluding the Police Department CAD and RMS systems. As a result, the vendor will be required to implement and maintain a seamless integration of the several different operating systems described within this document.

The Respondent shall provide support for approximately 700 devices (Servers, Personal Computers, Printers and Scanners.) This support will include the installation, maintenance, support, and monitoring of multiple servers, routers, switches, and the installation of new software application systems. The City also operates some open source computer applications. Also installed are additional departmental databases at the Water and Sewer Utilities, Health & Human Services, Inspections, and Courts and the implementation of the City-wide Network of Computers, with internet & external e-mail and utilization of an ISP for City-wide internet access. The City has extensive wireless data communications between approximately 30 sites throughout the City. There are two GIS systems one for City-wide use and a separate GIS system at the Water Department. Enhanced security issues have been addressed including multiple servers and Anti-virus applications.

The City also provides Computer system and Network support to the Communications Division, and the departments of Water, Health & Human Services, and the Fire department as well as the coordination of Networking issues with the City's Police department. Although the support of the Police Department's CAD and RMS systems are not part of this RFP, the on-going

coordination and assistance for networking issues must still be provided by the Respondent.

Additionally, the Respondent must provide staff to support the network operations of the Trenton Police Department on a day to day basis. This should include two full-time staff members, one of which shall have work hours of 0700 to 1500 and the other of which shall have work hours of 0900 to 1700, both Monday through Friday. Weekend and after hours will require On Call tech support that can mediate issues on site. The staff members assigned to the Trenton Police Department will be required to pass a criminal background check administered by Trenton Police.

Additionally, the Respondent must provide the necessary technical resources and support to the Trenton Free Public Library as part of this engagement. This support is to include network administration, hardware and software installation and maintenance and support and technical assistance in the application systems at the Trenton Library. The Library software systems include the TLC system for cataloguing and bibliographic material acquisition, Envisionware, Timeforce, etc.

The successful Respondent shall create as necessary, documentation for all devices and systems either added, moved, deleted, reconfigured or otherwise changed. This shall include network diagrams and documentation, with IP and MAC addresses for all components. The vendor shall follow device naming and addressing conventions already established within the City.

Additional application software has been implemented including:

- Financial software from Edmunds and Associates

- Tax Map and Parcel Management software (Vital and First Byte software).

- IPS/Payall payroll system (web based)

- Inspections Department software (Accela Permits Plus)

- Water Department Customer Service and Billing application (InHance)

- Interface to a State System for Vital Statistics.

- Two ESRI based GIS application systems

- Fleet Management software (RTA) for Managing City Vehicles.

An application in the Department of Public Works for service order tracking and reporting.

VOIP at the main City Hall locations with plans for expanded implementation.

An additional area of responsibility is the Personal Computer/Network MAN/WAN/ LAN/Wireless Communications support for the Fire department and the installation of updates to the Fire Department's CAD/Gas and HVAC systems and coordination with the vendor(s) for problem resolution.

While infrequent, the selected Respondent shall provide 24/7 response to emergency calls as declared by the Business Administrator or their designee. Post award, the successful vendor shall provide a complete list of all staff assigned to respond to emergency requests for service and the cell phone numbers of each.

The selected Respondent will be responsible for the installation, maintenance, and support of all of these Hardware, Software, and Communications/Network components and interfacing with all associated vendors to assure satisfactory installation and operation of the City's IT resources.

The Respondent will be responsible for the management of daily backups for all installed systems except CAD/RMS.

There are occasions when the City of Trenton will require the Respondent to:

- Modify and/or enhance current and future applications on various platforms
- Create new applications on various platforms
- Create customized reports on demand using various applications and operating systems
- Convert data from old applications to new applications on various platforms.
- Provide 24 hr./7 Emergency response

The Respondent will be required to manage the day to day operations of the City of Trenton data center, including computer operator duties. These responsibilities include but are not limited to the following:

- Start of day procedures and rebooting of servers (when necessary)
- Interface with all hardware and software vendors for problem resolution
- Assist users in all printing tasks

- Supervise and perform when required all daily computer operations
- Setup and maintain security password log (change passwords if necessary)
- Monitor attempts at hacking firewalls
- Maintain all necessary operational scripts
- Perform re-installation of configuration of all operating system software as needed to add, change, or delete information to modify the system configuration
- Setup and maintain all hardware error and backup logs
- Setup and maintain all scripts for backup and recovery scripts
- Setup and maintain backup tape library
- Setup and maintain daily operating schedule
- Setup and maintain disk configurations with physical and logical units and file locations on all systems
- Assist users in recovering from error messages received
- Fine tune systems/servers as needed
- Maintain Help Desk for all information system users
- Install, maintain, and upgrade all computer hardware and peripherals
Repair/Replace personal computer hardware components as needed
- Assist in the design, configuration/re-configuration, maintenance and support of the City's Communications infrastructure (MAN/LAN/WAN/Wireless) and enhance Network Security
- Install, maintain, and support all Computer software applications used by the City of Trenton information systems. This includes the development of PC based programs and/or applications as required by the City of Trenton. It also includes any and all conversions of data contained within current and future PC applications.
- The vendor must maintain Levels of Service as follows (all times cover business days only):
 - PC System Trouble (48 hrs)
 - MAN/LAN/WAN Trouble (24 hrs)
 - Server (including VoiP) Trouble (48 hrs)
 - Emergency Calls – As determined and directed by the Business Administrator or their designee

The Respondent shall, in their proposal, specify their solution to non-emergency on-site issues that cannot be resolved through remote means. This includes, but is not limited to, unplugged cords, hardware failures, inoperable equipment on an individual employee scale, etc. Such a solution should include a detailed description of staff, will be located on-site during normal business hours and should provide an expected response time. The solution shall also include a detailed description of the method of contacting IT support that is to be followed by City of Trenton employees.

During the initial contract period, the vendor must work in concert with the City's Business Administrator or their designee to jointly develop and implement a definitive Disaster Recovery Plan for the continuation of available IT resources in the event of sustained downtime or catastrophic event. A joint plan for the testing of the developed plan must also be developed.

The Respondent shall provide high level Computer Management Consulting including conducting information systems needs assessments as required, assistance in the evaluation of needs and development of Requests For Proposals for hardware and/or application or tool software to address those needs, Participate in the evaluation of related IT related proposals received, etc.

The Respondent shall provide a Training capability to provide Operating System, application and tool education or reinforcement to City of Trenton staff.

The Respondent is responsible for including adequate resources in their proposal to adequately maintain the existing Trenton network and infrastructure and provide the necessary Network Administration and Server Administration and technician resources to also address any indicated enhancements or initiatives which are developed by the City administration. Enhancements are likely to include things such as the continuation of fiber deployment to City buildings, video conferencing services, etc.

An inventory of computers and servers used by the City of Trenton is attached in spreadsheet format. In addition to those devices, Trenton Police has a network consists of about 400 computers and laptops with 11 servers on a Microsoft Windows network. These are linked with Cisco managed switches and routers with gateway protection provided by WatchGuard firewalls and WatchGuard VPN access.

ATTACHED PLEASE FIND A LIST OF EQUIPMENT

City of Trenton Equipment List

18 Virtual Servers w/ Windows 2012

7 virtual servers w/ 2008

4 physical dell servers w/ Windows 2003

1 Dell Server w/ Windows 2016

1 Huawei Server w/ Windows 2016

4 Huawei servers w/ Windows 2012

17 Dell PowerEdge servers

3 Lenovo Thinksystem servers

20 Xerox copier/printer

55 HP Desktop printers

462 Lenovo Tiny Computers w/ Windows 10

138 Dell Computers w/ Windows 7