

Request for Qualifications Washington Township Fire District

Introduction

The WTFD is requesting Statements of Qualifications for network integration services and networking monitoring services to the administrative and individual fire stations for the year 2021.

Scope of Services

A) 24x7 Network Monitoring Services:

1. Monitor the Technology System for such problems as virus infection, internal and external security breaches, low system resources, system failures etc.
2. If the Technology System fails, is breached or is infected first remotely try to solve the problem otherwise, dispatch support elements to try to repair, clean, or shutdown the problem.
3. Monitor the usage of the Technology System's capabilities. If the capabilities are getting close to being used at full capacity, make recommendations to district administration.
4. Monitor internet availability and access each fire district location. Notify designated liaison of issue and work to resolve remotely, and dispatch a technician if necessary. If after hours, notify the after hours contact.
5. Monitor the following items on server systems at minimum.

Metric Alert

Disk space (system) < 2.0 GB

Disk space (data) < 10%

Event Log Critical event

6. Provide monthly report of results of monitoring services
7. Maintain up-to-date detailed inventory of all district servers and workstations

B) Network Maintenance Services:

1. Maintenance of network file server(s), including:

- Installation of relevant hot fixes, service packs, updates
- Checking event logs for potential problems and taking corrective action
- Verifying adequate hard drive space
- Verifying battery backup systems attached to server(s) are functioning properly
- Verification of RAID array health and status
- Verifying proper startup of network services
- Maintenance of your Tape Backup System:

- Cleaning the tape drive as needed

2. Maintenance of network workstations, including:

- Installation of relevant hot fixes, service packs, updates
- Checking event logs for potential problems and taking corrective action
- Verifying adequate hard drive space
- Discovery and elimination of "spyware"

3. Maintenance of network firewall, including:

- Verification that firewall hot fixes/firmware updates are installed
- Verification that your system is less subject to access by unauthorized Internet users or hackers
- Maintenance of your anti-virus system:
- Verifying that your anti-virus definitions are updating properly
- Verifying that your anti-virus is working properly
- Applying any necessary hot fixes, service packs, or software updates as they are released

4. User maintenance, including:

- Creation of new users for the network and email
- Deletion of users for the network and email

C) Remote Help Desk Services:

1. Provide help desk network support services Mon - Fri 8:00AM - 5:00PM, excluding holidays
2. Secure remote access over the Internet to assist with issues as required
3. Customer to designate liaison(s) to make support requests
4. Customer to designate liaison(s) to assist help desk technicians with basic equipment reboots that cannot be done remotely
5. Service request for network support are given by the liaison(s)
6. Support request can be emailed or telephoned in to the provider

D) Onsite Services:

1. Provide onsite emergency support when servers/internet are down and cannot be resolved remotely
2. Provide onsite regular support for items that cannot be handled remotely
3. Provide after-hours support as needed for maintenance work, so servers/systems are available during work hours
4. Provide after-hours support if needed to correct a system down issue that impacts system wide issue

Necessary Qualifications

The selected IT firm will have the minimum qualifications:

1. To have been in business for at least 5 years
2. To have provided 24/7 network monitoring services for at least 1 year
3. To be able to provide remote help desk services from 8:30AM - 5:00 PM M-F
4. To perform IT consulting and project management as required
5. To have at least 1 Microsoft Certified Professional on staff
6. To be experienced with Dell and other comparable hardware systems
7. To be experienced with Fortinet firewalls
8. To respond for emergency support calls within 2 hours

Selection Criteria

The selection criteria used in awarding a contract or agreement for professional services as described herein shall include:

1. Qualifications of the individuals who will perform the tasks and the amounts of their respective participation;
2. Experience and references;
3. Ability to perform the task in a timely fashion, including staffing and familiarity with the subject matter; and
4. Cost competitiveness.

Submission Requirements

RFQ must be postmarked or hand-delivered no later than December 31, 2020 to:

Nancy Corson
Washington Township Fire District
PO Box 653
Turnersville, NJ 08012
856-863-4000

Please submit one original and five (5) copies of the RFQ. Use white 8.5" x 11" paper.