

**PROPOSAL FOR COMPUTER CONSULTING SERVICES FOR
ALLAMUCHY TOWNSHIP**

Bidder Quikteks
Name: _____

Address: 373E Rt 46Fairfield, NJ 07004

Phone: 973-882-4644
Cell: _____

Fax: 973-882-7911

HOURLY RATE(S)

Provide Hourly Rate of all employees who may be assigned to Allamuchy Township. Attach additional pages as necessary.

	Title	Standard Rate	Premium Rate
1.		included in flat rate	
2.			
3.			
4.			
5.			

List any other charges that may apply to Allamuchy Township.

Phone Charges for Determining Source of Technical Issues: \$ included in flat rate

Costs due to research for additional purchases (anti-virus, etc): \$ \$250 per month hybrid
onsite/ offsite/ off-network backup solution to meet MEL Cyber requirements.

Malwarebytes Detection & Response provided at \$3.5 per workstation per month,
\$10.50 per server per month.

Emergency Response Time – in hours – normal: _____

Miscellaneous Charges Explain: Proposing a flat rate IT Management Program @ \$700 per month. To include network monitoring, Help Desk (remote support), On-site support, security monitoring, consulting, cyber security awareness training. Not included in the program would be special project work, for example server upgrades or cloud server migrations, to be billed at pre-negetioted flat rate.

Date: 11/13/23

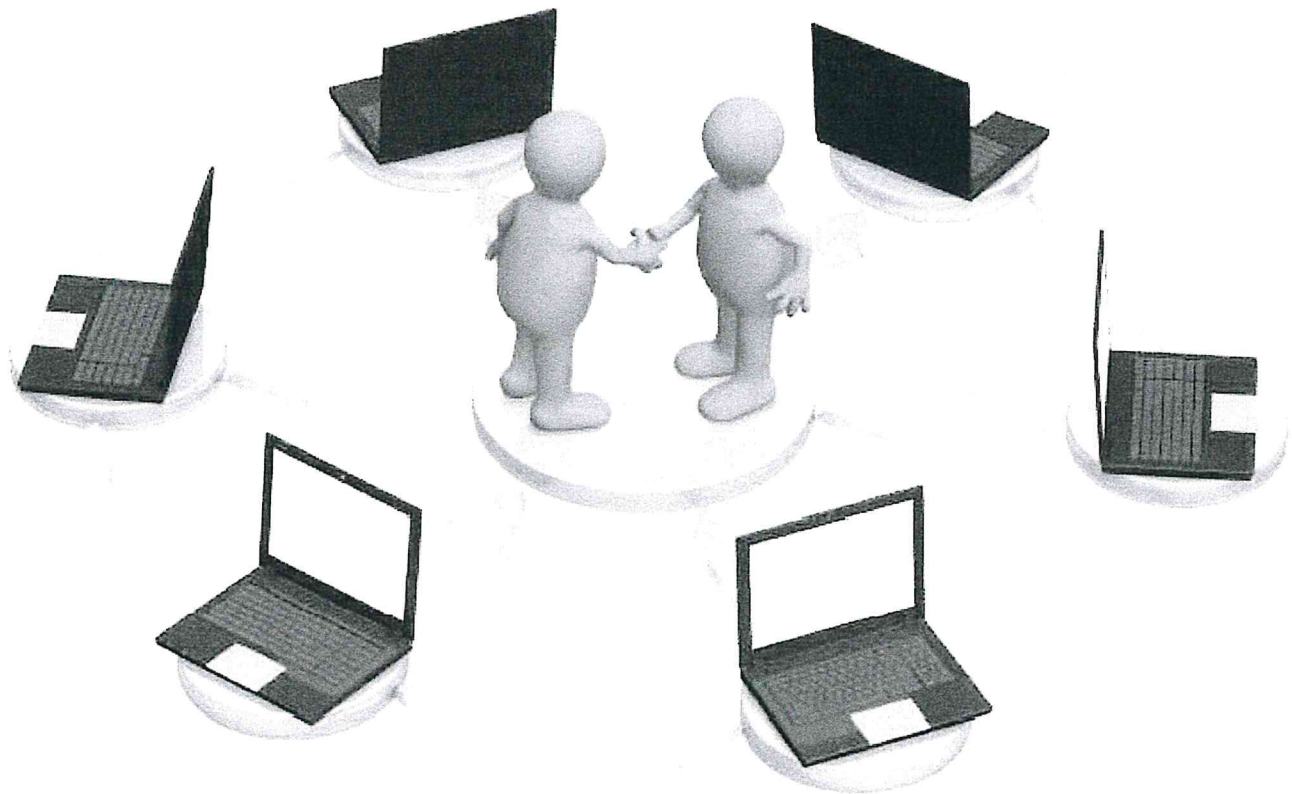

Signature

Dominick Tammaro
Print Name

We have prepared a quote for you
Government IT Management Program- 2024

Quote #006926

Version 1



Allamuchy Township



Main: 973 882 4644
Fax: 973 882 7911
Email: ntammaro@quikteks.com
Web: www.quikteks.com

About Quikteks

Quikteks has been serving the NY Metro Area since 2002, providing IT Support such as Managed Services, Staff Augmentation, and consulting to NJ Municipalities and Police Departments. It's always been our goal to provide enterprise-level IT practices and solutions to the local government sector, at a fraction of the cost. Our decades of experience has allowed us to build and develop the infrastructure needed to keep our prices affordable and our clients up and running.

We partner with many organizations in the area, and strive to eliminate IT issues before they cause expensive and disruptive downtime. Our dedicated staff loves seeing our clients succeed. Your success is our success, and as you grow, we grow..

Quikteks values its partnerships with global leaders in technology such as Microsoft, VMware, Dell, McAfee, Veeam, Cisco and Sonicwall. Quikteks Engineers have passed the highest level of certifications from these technology leaders and have demonstrated the most robust, efficient and scalable implementations of technologies in exhibited customer deployments. Quikteks' Engineers have the knowledge, skills, and commitment to help implement technology solutions that match your exact business needs.

Quikteks has been awarded a position on the Inc. 5000 list!

The Inc. 5000 Award recognizes America's fastest-rising private companies that demonstrate the best service, strategy and innovation, as measured by growth. Quikteks has met and surpassed these requirements by expanding its services to local businesses, growing its employee roster by nearly 30%, and increasing gross revenues in the last three years. Quikteks is known for hiring the best in-house talent in each of the IT disciplines it serves, which has been critical to the overall excellence in customer support, as well as the success of their clients.

Qualifications

1. Letter of Transmittal:

Quikteks is pleased to present this proposal for computer support services to the Township of Allamuchy for the year 2024. Quikteks has worked with over 60 New Jersey Municipal Agencies and has the experience necessary to facilitate the specialized IT needs of the Township. Our Managed Service Program is designed to provide the Township with the resources of Full Time IT Department at the fraction of the cost. Our responsibilities include network monitoring, maintenance, Help Desk, vendor management and onsite support.

Quikteks has been serving the NY Metro Area since 2002, providing IT Support such as Managed Services, Staff Augmentation, and consulting to NJ Municipalities and Police Departments. It's always been our goal to provide enterprise-level IT practices and solutions to the local government sector, at a fraction of the cost. Our decades of experience has allowed us to build and develop the infrastructure needed to keep our prices affordable and our clients up and running. We partner with many organizations in the area, and strive to eliminate IT issues before they cause expensive and disruptive downtime.

Quikteks values its partnerships with global leaders in technology such as Microsoft, VMware, Dell, McAfee, Veeam, Cisco and Sonicwall. Quikteks Engineers have passed the highest level of certifications from these technology leaders and have demonstrated the most robust, efficient and scalable implementations of technologies in exhibited customer deployments. Quikteks' Engineers have the knowledge, skills, and commitment to help implement technology solutions that match your exact business needs.

2. General Information per request:

Years in business- 22
Length of time servicing municipalities- 20
Total number of clients- 150
Total number of Public Sector clients- 43
Number of Personnel in-

- Consulting- 3
- Installation and Help Desk- 20
- Administrative support-2

Location of Headquarters- Fairfield, NJ
Fed ID#- 043-646543

3. History of experience working with the following programs-

- a. Edmunds- Quikteks has worked with Edmunds for 20 years and has experience working with their support and providing the platform for the Edmunds database.
- b. Spacial data- Quikteks has 20 years of experience working with the software in other municipal environments.

4. Our approach to providing services and methodology to for providing onsite support.

Quikteks monitors and maintains the infrastructure which reduces downtime, limits costly repairs and prevents data loss. Our Help Desk is 8:00- 6:00, Monday- Friday, with 24 x 7 after-hour support available. The Help desk ensures fast resolution by applying fixes remotely; any issue that cannot be fixed remotely or requires hands on will be moved to dispatch for an Onsite visit. Emergency calls (such as Network down) receive immediate response.

5. Client References-

- * **Pequannock Township-** Adam Brewer - **973-835-5700**
- * **Borough of North Caldwell -** Captain Michael Credico- **973-226-0800**
- * **Chester Township-** Robin Collins- **908-879-5100**

6. Staff Resources- Each Staff member is based out of our Fairfield, NJ Office.

The Account Manager will be Nick Tammaro- Vice President of Consulting Services. Nick will be responsible for overall client satisfaction, technology plans and IT recommendations.

Help Desk Manager- Jon Lamb- Jon is responsible for supervision and delivery of the Help Desk resources.

Dispatch and first point of contact- Nicholas Boras- Nick receives our incoming support calls and emails. His responsibility is to open tickets, analyze the severity and assign them to resources based on the priority.

Help Desk Team- The Help Desk Team consists of 20 Technicians. Their Certifications include MCSE, MCP, A+, VMware, Sonicwall among others. Their training is ongoing to keep up with the latest technologies and the certifications are constantly updated. Each member has been fingerprinted by Law Enforcement Agencies and have signed the FBI's CJIS Security Policy Addendum.

7. Beyond the scope of this RFP, Quikteks provides Web Development, Hosted VoiP Phone Solutions as well as Phone and Internet Carrier Auditing.

8. Cost of Services-

The Managed Service Fee is a Flat monthly rate of \$700. Regular Business Hours (8:00 AM- 5:30 PM Monday - Friday) with 24 x 7 emergency support available if necessary. Any work deemed a "Project" will be billed at a pre-negotiated flat rate. A project is outside of the scope of day to day administration such as installation and configuration of a new Server.

Risk Evaluation

Current Situation-risk evaluation:

1. The server Hardware (5 years old) is aging and no longer under warranty. The server also has combined roles of domain controller, file, print and application server which is not best practice, causing potential operating & performance issues.
2. The Server operating system is 2016. Server 2016 is two versions behind the current 2022 and is in extended support by Microsoft until January 2027. The server is "physical", leaving greater risk of downtime in the event of hardware failure or corruption.
3. The current Firewall is a Cisco Small Business RV042 (model released in 2011) which only has a 10/100 connection and 100M maximum throughput. There are no security subscription service available for this model.
4. The primary internet is Optimum Cable and there is no failover circuit in place. The Optimum line is a "Free" municipal service with no Static IP assigned. The speeds tested at 25Mbps download and 6Mbps upload which are extremely low for environments relying on internet services and Hosted applications.
5. The Risk report shows inactive PCs and users in Active Directory creating a potential security risk.
6. The email is hosted with the current support vendor and not with a secure Government approved service.

Recommendations

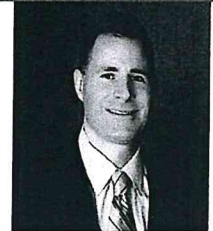
1. Evaluate options to upgrade the server infrastructure. The options would included refreshing the Hardware and upgrading the Server operating system to version 2022 in a "virtual" environment, or moving the infrastructure to Microsoft's' 365 for Government cloud solution.
2. Upgrade the firewall to an enterprise level Sonicwall Security Appliance with the Advanced Security subscription. This model will secure the internet gateway and provide more throughput for an upgraded internet connection. Advanced Protection Service Suite (APSS) includes - Capture Advanced Threat Protection, Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, Application Firewall Service, Content Filtering Services, Comprehensive Anti-Spam, NSM Essential with Management & 7-Day Reporting and 24x7 Support with firmware.
3. Upgrade the Optimum internet for better download and upload speeds. The minimum speed available on a new order from optimum is 300Mb/50Mb @ \$216.94 with 1 Static IP @ \$20.00 and \$99.99 installation.
4. Migrate email to the Microsoft 365 for Government platform to meet the MEL Cyber security requirements on retention and ediscovery.

Customer:

Allamuchy Township
 Andrew Tatarenko
 292 Alphano Rd
 Great Meadows, NJ 07838
 Administrator@allamuchynj.org

Quikteks Rep:

Nick Tammaro
 Vice President
 973-882-4644 x201
 ntammaro@quikteks.com



Managed Service Monthly Fee		Recurring	Price	Qty	Extended
	Monthly Silver Package- Equipment and Applications Supported • Servers • UPS • Security • Email • Backup • Switches/ routers • Workstations Included in service for supported equipment and applications: • Onsite support • Remote support • Real Time Remote Monitoring • Patch management • Proactive maintenance • Anti-Malware protection management. • Monthly reporting • Consulting Not included in the service is project work (i.e. server upgrades) which would be a pre-negotiated flat rate.	\$700.00	\$700.00	1	\$700.00
	Managed Service Monthly Fee Recurring Subtotal				\$700.00
Managed Service Monthly Fee Subtotal					\$700.00

Hybrid Backup Solution Monthly Fee		Recurring	Price	Qty	Extended
	18 TB onsite appliance, 1 TB cloud storage, 1 TB off-network storage at Fedramp facility. Easy, straightforward backup in the cloud	\$200.00	\$200.00	1	\$200.00
	● End-to-end encryption: Encrypt all data at the source, in-flight, and at rest without impacting compression ratios or configuring a VPN.				
	● Granular restoration: Recover VMs, VMDKs or individual files, anytime.				
	● Complete visibility: Access island hosted backup repositories and track resource consumption from the Veeam console.				
	● State-of-the-art backup: Leverage forever-incremental backups, Grandfather-father-son retention policies, WAN acceleration and more in the Veeam solution.				
	● Easy scheduling: Run a backup directly to the cloud or copy an existing backup – continuously, or on a schedule				
Hybrid Backup Solution Monthly Fee Recurring Subtotal					\$200.00
Hybrid Backup Solution Monthly Fee Subtotal					\$200.00

Malwarebytes End Point Monthly Fee		Recurring	Price	Qty	Extended
	MalwareBytes Detection & Response for workstations	\$28.00	\$3.50	8	\$28.00
	MalwareBytes Detection & Response for Servers	\$10.50	\$10.50	1	\$10.50
Malwarebytes End Point Monthly Fee Recurring Subtotal					\$38.50
Malwarebytes End Point Monthly Fee Subtotal					\$38.50

Recap

Managed Service Monthly Fee	\$700.00
Hybrid Backup Solution Monthly Fee	\$200.00
Malwarebytes End Point Monthly Fee	\$38.50
<i>Subtotal</i>	\$938.50
Total	\$938.50

Recurring Expenses	Amount
Managed Service Monthly Fee	\$700.00
Hybrid Backup Solution Monthly Fee	\$200.00
Malwarebytes End Point Monthly Fee	\$38.50
Recurring Expenses	\$938.50

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature _____

Date _____

**Allamuchy Township
Box A, 292 Alphano Road
Allamuchy, New Jersey 07820
Telephone (908) 852-5132, Ext. 117
Fax: (908) 852-0129**

**Andrew Tatarenko
Township Administrator**

**Email: administrator@allamuchynj.org
Web Site: www.allamuchynj.org**

ALLAMUCHY TOWNSHIP REQUEST FOR PROPOSAL FOR:

Information Technology Services

ISSUE DATE: October 1, 2023

PROPOSAL DUE DATE: November 30, 2023

Proposals shall be delivered in a sealed envelope clearly marked "Information Technology Services" to the Allamuchy Township Clerk's Office located at 292 Alphano Road, Allamuchy, NJ 07820 no later than 9:30 AM on Thursday, November 30, 2023, at which time all proposals will be opened.

RFP may be obtained at the Clerks Office or by email to administrator@allamuchynj.org.

Allamuchy Township Request for Proposals Information Technology Services

Allamuchy Township is soliciting proposals for a service contract to support its Information Technology ("IT") systems.

The contractor will provide personal computer systems, software, networking and other service support. Proposals must be returned to Andrew Tatarenko, Township Administrator, Allamuchy Municipal Building, Box A, 292 Alpano Road, Allamuchy, New Jersey 07820, at or before 9:30 AM on Thursday, November 30, 2023.

1. Term of contract. The term of the contract shall be for one year from the date of the contract award. The Township shall have the option to extend the contract for two additional one-year extensions at its sole discretion. The contract rate shall remain the same for any period of extension. The Township shall provide notice of its intent to extend the contract at least 30 days prior to the expiration of the term.
2. It is the intent of the Township to solicit proposals from contractors that have expertise in the provision of IT consultant services. Contractors responding to this Request for Proposals ("RFP") shall be able to demonstrate that they will have the continuing capabilities to perform these services.
3. The Township objective in soliciting proposals is to enable it to select a contractor that will provide high quality and cost-effective services to the residents and employees of Allamuchy Township. The Township will consider proposals only from contractors that, in the Township's judgment, have demonstrated the capability and willingness to provide high quality services to the residents and employees of the Township in the manner described in this RFP.
4. The contractor shall be responsible for, but not limited to the following:
 - Updating all operating system/network files when appropriate.
 - Maintain accurate inventory of computer equipment.
 - Provide network topology map/documentation.
 - Review server logs and note any difficulties.
 - Review backup logs and randomly sample backup tapes.
 - Troubleshoot technical problems identified by the Township.
 - Provide the Township with written documentation of the work done.
 - Meet with Township on a quarterly basis to discuss services and projects.
 - Provide recommendations for the best secure network infrastructure, utilizing up to date technology.
 - Provide remote and onsite serviceability and technical support.
 - The ability to incorporate future requirements and technological advances.
 - Complete implementation of the proposed services above.

5. Provide the Township, upon request of any technical upgrades necessary to maximize the utility of the various desktop and servers. This includes both hardware and software.

7. There are approximately twenty (20) computers/printers, two (2) servers and a camera system which would need to be maintained.

8. Primary support hours are as follows:

- a. Municipal Building – 8:00 AM to 4:00 PM
- b. Public Works – 7:30 AM to 4:00 PM
- c. Water & Sewer – 6:00 AM to 2:30 PM
- d. Municipal Court – 8:00 AM to 4:00 PM
- e. Fire Department – 24/7

9. The successful vendor agrees to be available to provide service:

- a. on an as-needed basis;
- b. on a project basis; and
- c. in a consultative capacity.

10. The responsibilities for service will include the following:

- a. All Departments and offices within the Municipal Building.
- b. Fire Department.
- c. Public Works Department.
- d. Water and Sewer Department
- e. Municipal Court

11. Work to be performed shall include, but is not limited to:

- a. Network Maintenance
- b. Annual Cybersecurity Awareness Training
- c. Network and system monitoring for malware
- d. Software and Operating System Installations
- e. Hardware Installations, Upgrades and Repairs
- f. Training (one-on-one, procedure development, group training, etc.)
- g. Troubleshooting
- h. Required Maintenance
- i. General Network/Computer/System Consulting
- j. Software/Application Support Requirements

12. Hardware and equipment. Separate from this RFP, the Township shall follow such competitive processes as are required by the New Jersey Local Public Contracts Law for

the purchase of computer hardware and equipment. The Township may, but need not, solicit proposals for such hardware and equipment from the successful contractor.

13. Estimate of Hours:

- a. For all departments, an average of 10-12 per month.

14. The successful contractor agrees to provide the following levels of service:

- a. Maximum response time (telephone contact) of ½ hour.
- b. Maximum 3 hour on-site response time for emergencies (as determined by the Township Administrator or his designee).
- c. Unlimited telephone support with no charge for calls less than 15 minutes.
- d. Training for selected staff members designated by the Township Administrator or his designee to trouble-shoot problems.

15. Travel time. Travel time shall not be paid, or be reimbursable, as a separate item in this contract. For site visits, compensation shall commence from the time of arrival at the Township location. Contractor shall sign-in with the Township's representative at designated locations.

16. Township's technology objectives. The Township supports the effective and efficient use of technology. More specifically, some of the Township's technology objectives are as follows:

- a. Assess and improve as needed backup systems and processes.
- b. Assess and improve as needed disaster recovery systems and processes.
- c. Assess and improve as needed firewalls and network security systems and processes.
- d. Assess and improve as needed security for individual computers, which includes implementing encryption on both laptop and desktop computers.
- e. Improve web-based services and move into the cloud.
- f. Access and improve security for servers, which includes implementing encryption and establishing industry cybersecurity baselines, such as NIST framework or Microsoft Security Compliance toolkit.
- g. Access and implement multi-factor authentication for email, and other systems as appropriate.
- h. Access and implement Advance Threat Protection for email.
- i. Provide guidance on updating telephone infrastructure.

In submitting its RFP, contractor shall describe how its services will advance these and related technology objectives.

17. Contractor shall submit a description of its overall experience in providing the type of services sought in the RFP. At a minimum, the following information on past experience should be included:
 - a. Description and scope of work by contractor.
 - b. Name, address and contact information of references.
 - c. Explanation of perceived relevance of the experience to the RFP.
 - d. List and explanation of relevant software and/or systems certifications and partnerships, with certification level (if appropriate).
 - e. Provide resumés of key employees.
18. In addition to the information required as described herein, a contractor may submit supplemental information that it feels may be useful in evaluating its proposal. Contractors are encouraged to be clear, factual, and concise in their presentation of information.
19. The contractor must be capable and willing to coordinate the installation, programming and networking of township systems with agencies such as the NJ State Police, the NJ Administrative office of the courts and other state IT entities as necessary for the enhancement or maintenance of Township IT Systems.
20. Proposal format. There is no specific format requirement for a proposal. Responses should cover all information requested in this RFP.
21. Proposals will be evaluated by the Township on the basis of the most advantageous, all relevant factors considered. The evaluation will consider:
 - a. Experience and reputation in the field;
 - b. Knowledge of the Township and the subject matter addressed under the contract;
 - c. Software and/or systems certification and partnerships;
 - d. Availability to accommodate the required service needs of the Township; and,
 - e. Other factors demonstrated to be in the best interest of the Township.
22. Contractors shall be provided with opportunity by appointment to review Township hardware and software systems in person. The review of the site locations will be held on Tuesday, October 10, 2023 and Thursday, October 24, 2023 at 9:00AM in the Township Municipal Building located at 292 Alphano Road. Appointments may be made by contacting Andrew Tatarenko, Township Administrator, by email administrator@allamuchynj.org.

**PROPOSAL FOR COMPUTER CONSULTING SERVICES FOR
ALLAMUCHY TOWNSHIP**

Bidder
Name: Intrada Technologies, Inc.

Address: 31 Ashler Manor Drive, Muncy, PA 17756

Phone: 570.731.7370 Fax: _____
Cell: _____ 570.490.2044

HOURLY RATE(S)

Provide Hourly Rate of all employees who may be assigned to Allamuchy Township. Attach additional pages as necessary.

	Title	Standard Rate	Premium Rate
1.			
2.	Intrada Technologies, Inc. is quoting its services on a monthly fee basis, all and only as per its 3-page Scope of Work dated 11.28.2023 attached hereto and made a part hereof.		
3.	Monthly Fee under an annual contract:	\$2,406.00/month	\$28,872.00/year
4.	No addendum/addenda acknowledged.		
5.			

List any other charges that may apply to Allamuchy Township. See Scope of Work

Phone Charges for Determining Source of Technical Issues: \$ See Scope of Work

Costs due to research for additional purchases (anti-virus, etc): \$ See Scope of Work

Emergency Response Time – in hours – normal: See Scope of Work

Miscellaneous Charges Explain: See Scope of Work

Date: November 28, 2023

Intrada Technologies, Inc.

By: 

Signature

Howard Williams

Print Name

Allamuchy (Client) RFP Specifics	Intrada Technologies, Inc. Proposal, Scope of Work
1. Term of contract. The term of the contract shall be for one year from the date of the contract award. The Township shall have the option to extend the contract for two additional one-year extensions at its sole discretion. The contract rate shall remain the same for any period of extension. The township shall provide notice of its intent to extend the contract at least 30 days prior to the expiration of the term.	Acknowledged and bid accordingly
4. The contractor shall be responsible for, but not limited to the following:	See below
• Updating all operating system/network files when appropriate.	Included - Note: Client responsible for purchase/licensing
• Maintain accurate inventory of computer equipment.	Included
• Provide network topology map/documentation.	Included
• Review server logs and note any difficulties.	Included
• Review backup logs and randomly sample backup tapes.	Included
• Troubleshoot technical problems identified by the Township.	Included
• Provide the Township with written documentation of the work done.	Included
• Meet with Township on a quarterly basis to discuss services and projects.	Included
• Provide recommendations for the best secure network infrastructure, utilizing up to date technology.	Included
• Provide remote and onsite serviceability and technical support.	Included
• The ability to incorporate future requirements and technological advances.	Included
• Complete implementation of the proposed services above.	Included
5. Provide the Township, upon request of any technical upgrades necessary to maximize the utility of the various desktop and servers. This includes both hardware and software.	Consultative aspect included. Client responsible for purchasing all requisite hardware and/or software. Intrada will issue a quotation for extra work as may be required. (purchasing, set-up, on-site work, etc.)
7. There are approximately twenty (20) computers/printers, two (2) servers and a camera which would need to be maintained.	Acknowledged and bid accordingly
8. Primary support hours are as follows:	(Support before/after standard 8-to-5 are covered by our emergency support)
a. Municipal Building – 8:00 AM to 4:00 PM	Included
b. Public Works – 7:30 AM to 4:00 PM	Included
c. Water & Sewer – 6:00 AM to 2:30 PM	Included
d. Municipal Court – 8:00 AM to 4:00 PM	Included
e. Fire Department – 24/7	Included
9. The successful vendor agrees to be available to provide service:	See below
a. on an as-needed basis;	Included
b. on a project basis; and	Projects beyond this Scope of Work will be quoted as an extra
c. in a consultative capacity.	Included
10. The responsibilities for service will include the following:	Acknowledged and bid accordingly
a. All Departments and offices within the Municipal Building.	Included
b. Fire Department.	Included
c. Public Works Department.	Included
d. Water and Sewer Department	Included
e. Municipal Court	Included
11. Work to be performed shall include, but is not limited to:	See below
a. Network Maintenance	Included
b. Annual Cybersecurity Awareness Training	Included
c. Network and system monitoring for malware	Included
d. Software and Operating System Installations	The extent of this work is as yet undetermined, Intrada reserves the right to quote such work as an extra.
e. Hardware Installations, Upgrades and Repairs	The extent of this work is as yet undetermined, thus not included in Intrada's Scope of Work. Intrada reserves the right to provide Client with a quotation for all such additional/extra
f. Training (one-on-one, procedure development, group training, etc.)	Onboarding training is included. The extent of additional training is as yet undetermined, thus, not included in Intrada's Scope of Work. Intrada's remote training is priced at \$90.00 per
g. Troubleshooting	Included

h. Required Maintenance	Includes only such work as may classified as "routine" and can be done remotely.
i. General Network/Computer/System Consulting	Included
j. Software/Application Support Requirements	Included to the extent that Client has maintained up-to-date software and licensing.
12. Hardware and equipment. Separate from this RFP, the Township shall follow such competitive processes as are required by New Jersey Local Public Contracts Law for the purchase of computer hardware and equipment. The Township may, but need not, solicit proposals for such hardware and equipment from the successful contractor.	Understood and acknowledged
13. Estimate of Hours:	See below
a. For all departments, an average of 10-12 per month.	Included Scope of Work includes unlimited Help Desk service - not restricted to 10 - 12 hours per month.
14. The successful contractor agrees to provide the following levels of service:	See below
a. Maximum response time (telephone contact) of ½ hour.	Included
b. Maximum 3 hour on-site response time for emergencies (as determined by the Township Administrator or his designee.)	Included
c. Unlimited telephone support with no charge for calls less than 15 minutes.	Included
d. Training for selected staff members designated by the Township Administrator or his designee to trouble-shoot problems	The extent of such training is as yet undetermined, thus, not included in Intrada's Scope of Work. Intrada's remote training is priced at \$90.00 per hour.
15. Travel time. Travel time shall not be paid, or be reimbursable, as a separate item in contract. For site visits, compensation shall commence from the time of arrival at the Township location.	Included for that which is within the Scope of Work of this bid.
Contractor shall sign-in with the Township's representative at designated locations.	Travel related to contract extras will be priced into all contract extras.
16. Township's technology objectives. The Township supports the effective and efficient use of technology. More specifically, some of the Township's technology objectives are as follows:	Included
a. Assess and improve as needed backup systems and processes.	The scope of such work is as yet undetermined, thus not included in Intrada's Scope of Work at this time. The current backup system is a data-only backup system. If the current server(s) crashes, the server(s) will need to be completely rebuilt from the ground up. Data will not be lost, however, all configurations and software will be need to set-up all over again, which could take days. Intrada pre-bid, assessment is that a full server(s) image backup + data will be required. This will allow a crashed or compromised server to be restored within hours, not days. NOTE: Such work will be quoted
b. Assess and improve as needed disaster recovery systems and processes.	Intrada's pre-bid assessment is that there is no disaster recovery system in place. This should be given High Priority and Intrada will offer a proposal as an extra to the contract.
c. Assess and improve as needed firewalls and network security systems and processes.	Intrada's pre-bid assessment is that the current Cisco Router is sufficient so long as the current vendor is paying for the security subscriptions that accompany it. This will be confirmed during the onboarding process.
d. Assess and improve as needed security for individual computers, which includes implementing on both laptop and desktop computers.	Included. Intrada will survey all devices, including personal devices that may be used for Township activities, to ensure all such devices are encrypted.
e. Improve web-based services and move into the cloud.	Intrada will survey and assess current services and issue its findings in the form of recommendations for Client consideration. Costs may be involved and Intrada reserves the right to quote this work as an extra to the contract.
f. Access and improve security for servers, which includes implementing encryption and establishing industry cybersecurity baselines, such as NIST framework or Microsoft Security Compliance Toolkit.	Intrada will assess current security status and issue its findings in the form of recommendations for Client consideration. Costs may be involved and Intrada reserves the right to quote this work as an extra to the contract.
g. Access and implement multi-factor authentication for email, and other systems as appropriate.	Multi-factor authentication set up is included.
h. Access and implement Advance Threat Protection for email.	Intrada will assess current email system and issue its findings in the form of recommendations for Client consideration. Costs may be involved and Intrada reserves the right to quote this work as an extra to the contract.

i. Provide guidance on updating telephone infrastructure.	Intrada will assess current phone system and issue its findings in the form of recommendations for Client consideration. Costs will be involved and Intrada reserves the right to quote this work as an extra to the contract.
In submitting its RFP, contractor shall describe how its services will advance these and related technology objectives.	See Intrada Technologies, Inc. Proposal, Scope of Work notations rows 16a through 16i immediately above
17. Contractor shall submit a description of its overall experience in providing the type of services sought in the RFP. At a minimum, the following information on past experience should be included:	See below
a. Description and scope of work by contractor.	Provided in this document
b. Name, address and contact information of references.	A. Pennsylvania Chamger of Commerce - Jewel Lester, VP Operations & Finance, 417 Walnut Street, Harrisburg, PA, 717.720.5467 Service provided: Network Management & Support B. Landmark Commercial Realty, Barbara Murdocca, Director of Operations 717.731.1990 Service provided: Network Management & Support C. CareerLink, Katie Lentz, COO, 800.932.0635, Service provided: Network Management &
c. Explanation of perceived relevance of the experience to the RFP.	The above references can speak to the quality and effectiveness of our support of their network and the help desk services we provide.
d. List and explanation of relevant software and/or systems certifications and partnerships, with certification level (if appropriate)	Primarily relevant to this RFP: Microsoft 365 Modern Work Solutions Partner & Certifications noted in Attachment A
e. Provide resumés of key employees.	See Attachment A
18. In addition to the information required as described herein, a contractor may submit supplemental information that it feels may be useful in evaluating its proposal. Contractors are encouraged to be clear, factual, and concise in their presentation of information.	Our site visit and initial review of Township's existing IT services has identified the following service gaps, the filling of which are included in our bid. a. Monitoring and patching 20 workstations/laptops and 2 servers b. Adding email security to all emails while conserving email archiving. Email backup and encryption included. c. Replacing current anti-virus protection. d. Backup solution providing amore rapid restoration than the date-level currently in service. e. Includes unlimited Helpdesk service Additionally, see Intrada Technologies, Inc. Proposal, Scope of Work notations rows 16a through 16i immediately
19. The contractor must be capable and willing to coordinate the installation, programming and networking of township systems with agencies such as the NJ State Police, the NJ Administrative office of the courts and other state IT entities as necessary for the enhancement or maintenance of Township IT Systems.	Our Criminal Justice Information Services (CJIS) Certifications are of particular importance in establishing requisite policies and procedures required by such state entities.

Attachment A

Abbreviated Resume of Intrada Staff likely to be assigned to this project. (Subject to availability)

Note: Only James Haywood's name is shown – that is because he has visited your site; all other names are redacted for privacy purposes.

James Haywood, Senior Project Coordinator

B.A. Political Science

A.A.S. Intelligence Operations

Job history: Business Consultant, General Manager, U.S. Army Intelligence Analyst

Network Technician

B.S. Network Specialist

MS365 Fundamentals, CJIS Level 4 Certification

Cybersecurity, Help Desk Technician

A.A.S Computer Technology

DMARC Basics-to-Advanced, Security Compliance and Identity Fundamentals

Senior Network Administrator

B.S. Computer Programming, A.A.S. Networking & Technical Support, CJIS Level 4 Certification

Senior Cybersecurity Engineer

Security Compliance & Identity, DMARC Basics-to-Advanced, CJIS Level 4 Certification

Network Technician

B.S. Network Specialist, A.A.S. Technology Emphasis

CJIS Level 4 Certification

**PROPOSAL FOR COMPUTER CONSULTING SERVICES FOR
ALLAMUCHY TOWNSHIP**

Bidder
Name: Intrada Technologies, Inc.

Address: 31 Ashler Manor Drive, Muncy, PA 17756

Phone: 570.731.7370 Fax: _____
Cell: _____ 570.490.2044

HOURLY RATE(S)

Provide Hourly Rate of all employees who may be assigned to Allamuchy Township. Attach additional pages as necessary.

	Title	Standard Rate	Premium Rate
1.			
2.	Intrada Technologies, Inc. is quoting its services on a monthly fee basis, all and only as per its 3-page Scope of Work dated 11.28.2023 attached hereto and made a part hereof.		
3.	Monthly Fee under an annual contract:	\$2,406.00/month	\$28,872.00/year
4.	No addendum/addenda acknowledged.		
5.			

List any other charges that may apply to Allamuchy Township. See Scope of Work

Phone Charges for Determining Source of Technical Issues: \$ See Scope of Work

Costs due to research for additional purchases (anti-virus, etc): \$ See Scope of Work

Emergency Response Time – in hours – normal: See Scope of Work

Miscellaneous Charges Explain: See Scope of Work

Date: November 28, 2023

Intrada Technologies, Inc.

By: 

Signature

Howard Williams

Print Name

Cell: 570.490.2044
hwilliams@intradatech.com

Allamuchy (Client) RFP Specifics	Intrada Technologies, Inc. Proposal, Scope of Work
1. Term of contract. The term of the contract shall be for one year from the date of the contract award. The Township shall have the option to extend the contract for two additional one-year extensions at its sole discretion. The contract rate shall remain the same for any period of extension. The township shall provide notice of its intent to extend the contract at least 30 days prior to the expiration of the term.	Acknowledged and bid accordingly
4. The contractor shall be responsible for, but not limited to the following:	See below
• Updating all operating system/network files when appropriate.	Included - Note: Client responsible for purchase/licensing
• Maintain accurate inventory of computer equipment.	Included
• Provide network topology map/documentation.	Included
• Review server logs and note any difficulties.	Included
• Review backup logs and randomly sample backup tapes.	Included
• Troubleshoot technical problems identified by the Township.	Included
• Provide the Township with written documentation of the work done.	Included
• Meet with Township on a quarterly basis to discuss services and projects.	Included
• Provide recommendations for the best secure network infrastructure, utilizing up to date technology.	Included
• Provide remote and onsite serviceability and technical support.	Included
• The ability to incorporate future requirements and technological advances.	Included
• Complete implementation of the proposed services above.	Included
5. Provide the Township, upon request of any technical upgrades necessary to maximize the utility of the various desktop and servers. This includes both hardware and software.	Consultative aspect included. Client responsible for purchasing all requisite hardware and/or software. Intrada will issue a quotation for extra work as may be required. (purchasing, set-up, on-site work, etc.)
7. There are approximately twenty (20) computers/printers, two (2) servers and a camera which would need to be maintained.	Acknowledged and bid accordingly
8. Primary support hours are as follows:	(Support before/after standard 8-to-5 are covered by our emergency support)
a. Municipal Building – 8:00 AM to 4:00 PM	Included
b. Public Works – 7:30 AM to 4:00 PM	Included
c. Water & Sewer – 6:00 AM to 2:30 PM	Included
d. Municipal Court – 8:00 AM to 4:00 PM	Included
e. Fire Department – 24/7	Included
9. The successful vendor agrees to be available to provide service:	See below
a. on an as-needed basis;	Included
b. on a project basis; and	Projects beyond this Scope of Work will be quoted as an extra
c. in a consultative capacity.	Included
10. The responsibilities for service will include the following:	Acknowledged and bid accordingly
a. All Departments and offices within the Municipal Building.	Included
b. Fire Department.	Included
c. Public Works Department.	Included
d. Water and Sewer Department	Included
e. Municipal Court	Included
11. Work to be performed shall include, but is not limited to:	See below
a. Network Maintenance	Included
b. Annual Cybersecurity Awareness Training	Included
c. Network and system monitoring for malware	Included
d. Software and Operating System Installations	The extent of this work is as yet undetermined, Intrada reserves the right to quote such work as an extra.
e. Hardware Installations, Upgrades and Repairs	The extent of this work is as yet undetermined, thus not included in Intrada's Scope of Work. Intrada reserves the right to provide Client with a quotation for all such additional/extra
f. Training (one-on-one, procedure development, group training, etc.)	Onboarding training is included. The extent of additional training is as yet undetermined, thus, not included in Intrada's Scope of Work. Intrada's remote training is priced at \$90.00 per
g. Troubleshooting	Included

h. Required Maintenance	Includes only such work as may classified as "routine" and can be done remotely.
i. General Network/Computer/System Consulting	Included
j. Software/Application Support Requirements	Included to the extent that Client has maintained up-to-date software and licensing.
12. Hardware and equipment. Separate from this RFP, the Township shall follow such competitive processes as are required by New Jersey Local Public Contracts Law for the purchase of computer hardware and equipment. The Township may, but need not, solicit proposals for such hardware and equipment from the successful contractor.	Understood and acknowledged
13. Estimate of Hours:	See below
a. For all departments, an average of 10-12 per month.	Included Scope of Work includes unlimited Help Desk service - not restricted to 10 - 12 hours per month.
14. The successful contractor agrees to provide the following levels of service:	See below
a. Maximum response time (telephone contact) of ½ hour.	Included
b. Maximum 3 hour on-site response time for emergencies (as determined by the Township Administrator or his designee.)	Included
c. Unlimited telephone support with no charge for calls less than 15 minutes.	Included
d. Training for selected staff members designated by the Township Administrator or his designee to trouble-shoot problems	The extent of such training is as yet undetermined, thus, not included in Intrada's Scope of Work. Intrada's remote training is priced at \$90.00 per hour.
15. Travel time. Travel time shall not be paid, or be reimbursable, as a separate item in contract. For site visits, compensation shall commence from the time of arrival at the Township location.	Included for that which is within the Scope of Work of this bid.
Contractor shall sign-in with the Township's representative at designated locations.	Travel related to contract extras will be priced into all contract extras.
16. Township's technology objectives. The Township supports the effective and efficient use of technology. More specifically, some of the Township's technology objectives are as follows:	Included
a. Assess and improve as needed backup systems and processes.	The scope of such work is as yet undetermined, thus not included in Intrada's Scope of Work at this time. The current backup system is a data-only backup system. If the current server(s) crashes, the server(s) will need to be completely rebuilt from the ground up. Data will not be lost, however, all configurations and software will be need to set-up all over again, which could take days. Intrada pre-bid, assessment is that a full server(s) image backup + data will be required. This will allow a crashed or compromised server to be restored within hours, not days. NOTE: Such work will be quoted
b. Assess and improve as needed disaster recovery systems and processes.	Intrada's pre-bid assessment is that there is no disaster recovery system in place. This should be given High Priority and Intrada will offer a proposal as an extra to the contract.
c. Assess and improve as needed firewalls and network security systems and processes.	Intrada's pre-bid assessment is that the current Cisco Router is sufficient so long as the current vendor is paying for the security subscriptions that accompany it. This will be confirmed during the onboarding process.
d. Assess and improve as needed security for individual computers, which includes implementing on both laptop and desktop computers.	Included. Intrada will survey all devices, including personal devices that may be used for Township activities, to ensure all such devices are encrypted.
e. Improve web-based services and move into the cloud.	Intrada will survey and assess current services and issue its findings in the form of recommendations for Client consideration. Costs may be involved and Intrada reserves the right to quote this work as an extra to the contract.
f. Access and improve security for servers, which includes implementing encryption and establishing industry cybersecurity baselines, such as NIST framework or Microsoft Security Compliance Toolkit.	Intrada will assess current security status and issue its findings in the form of recommendations for Client consideration. Costs may be involved and Intrada reserves the right to quote this work as an extra to the contract.
g. Access and implement multi-factor authentication for email, and other systems as appropriate.	Multi-factor authentication set up is included.
h. Access and implement Advance Threat Protection for email.	Intrada will assess current email system and issue its findings in the form of recommendations for Client consideration. Costs may be involved and Intrada reserves the right to quote this work as an extra to the contract.

i. Provide guidance on updating telephone infrastructure. In submitting its RFP, contractor shall describe how its services will advance these and related technology objectives.	Intrada will assess current phone system and issue its findings in the form of recommendations for Client consideration. Costs will be involved and Intrada reserves the right to quote this work as an extra to the contract. See Intrada Technologies, Inc. Proposal, Scope of Work notations rows 16a through 16i immediately above
17. Contractor shall submit a description of its overall experience in providing the type of services sought in the RFP. At a minimum, the following information on past experience should be included: a. Description and scope of work by contractor.	See below Provided in this document
b. Name, address and contact information of references.	A. Pennsylvania Chamber of Commerce - Jewel Lester, VP Operations & Finance, 417 Walnut Street, Harrisburg, PA, 717.720.5467 Service provided: Network Management & Support B. Landmark Commercial Realty, Barbara Murdocca, Director of Operations 717.731.1990 Service provided: Network Management & Support C. CareerLink, Katie Lentz, COO, 800.932.0635, Service provided: Network Management &
c. Explanation of perceived relevance of the experience to the RFP.	The above references can speak to the quality and effectiveness of our support of their network and the help desk services we provide.
d. List and explanation of relevant software and/or systems certifications and partnerships, with certification level (if appropriate)	Primarily relevant to this RFP: Microsoft 365 Modern Work Solutions Partner & Certifications noted in Attachment A
e. Provide resumés of key employees.	See Attachment A
18. In addition to the information required as described herein, a contractor may submit supplemental information that it feels may be useful in evaluating its proposal. Contractors are encouraged to be clear, factual, and concise in their presentation of information.	Our site visit and initial review of Township's existing IT services has identified the following service gaps, the filling of which are included in our bid. a. Monitoring and patching 20 workstations/laptops and 2 servers b. Adding email security to all emails while conserving email archiving. Email backup and encryption included. c. Replacing current anti-virus protection. d. Backup solution providing amore rapid restoration than the date-level currently in service. e. Includes unlimited Helpdesk service Additionally, see Intrada Technologies, Inc. Proposal, Scope of Work notations rows 16a through 16i immediately
19. The contractor must be capable and willing to coordinate the installation, programming and networking of township systems with agencies such as the NJ State Police, the NJ Administrative office of the courts and other state IT entities as necessary for the enhancement or maintenance of Township IT Systems.	Our Criminal Justice Information Services (CJIS) Certifications are of particular importance in establishing requisite policies and procedures required by such state entities.

Attachment A

Abbreviated Resume of Intrada Staff likely to be assigned to this project. (Subject to availability)

Note: Only James Haywood's name is shown – that is because he has visited your site; all other names are redacted for privacy purposes.

James Haywood, Senior Project Coordinator

B.A. Political Science

A.A.S. Intelligence Operations

Job history: Business Consultant, General Manager, U.S. Army Intelligence Analyst

Network Technician

B.S. Network Specialist

MS365 Fundamentals, CJIS Level 4 Certification

Cybersecurity, Help Desk Technician

A.A.S Computer Technology

DMARC Basics-to-Advanced, Security Compliance and Identity Fundamentals

Senior Network Administrator

B.S. Computer Programming, A.A.S. Networking & Technical Support, CJIS Level 4 Certification

Senior Cybersecurity Engineer

Security Compliance & Identity, DMARC Basics-to-Advanced, CJIS Level 4 Certification

Network Technician

B.S. Network Specialist, A.A.S. Technology Emphasis

CJIS Level 4 Certification

**PROPOSAL FOR COMPUTER CONSULTING SERVICES FOR
ALLAMUCHY TOWNSHIP**

Bidder

Name: eMedical Technology - Paul Yu, Owner and CEO

Address: 55 Madison Avenue Suite 400, Morristown, NJ 97960

Phone: 855-363-3669

Fax: 855-363-3669

Cell: 732-822-2323

HOURLY RATE(S)

Provide Hourly Rate of all employees who may be assigned to Allamuchy Township. Attach additional pages as necessary.

Title	Standard Rate	Premium Rate
1. Maxwell Powers - IT Director	\$175	\$175
2. Jorge Gaitan - Senior Tech Lead	\$175	\$175
3. Luke Yan - It Consultant	\$175	\$175
4. See Addendum Pg.4 for full team list		
5.		

List any other charges that may apply to Allamuchy Township.

Phone Charges for Determining Source of Technical Issues: \$ n/a

Costs due to research for additional purchases (anti-virus, etc): \$ n/a

Emergency Response Time – in hours – normal: 3 hours

Miscellaneous Charges Explain: The only hourly charges are for on-site support projects as outlined in attached proposal: Fee Schedule paragraph d.

Date: November 22, 2023



Signature

Paul Yu

Print Name

eMedical Technology LLC

55 Madison Ave
Suite 400
Morristown, NJ 07960



SOW ALLTS BID 20231120 for Agreement to Provide “Advance Management Solution (AMS)” to Allamuchy Township

Date	Services Performed By:	Services Performed For:
November 20, 2023	eMedical Technology LLC 55 Madison Ave Suite 400 Morristown, NJ 07960	Allamuchy Township Box A, 292 Alphano Road Allamuchy, NJ 07820

This Statement of Proposal (SOP) is issued for proposal pursuant to the Advance Management Solution (AMS) between Allamuchy Township (“Client”) and eMedical Technology LLC (“eMedical”), dated November 20, 2023.

This SOP # ALLTS BID 20231120 (hereinafter called the “SOP”), effective as of November 20, 2023 is entered into by and between eMedical and Client and is subject to the terms and conditions specified below. The Exhibit(s) to this SOP, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOP and the terms of the Exhibit(s) hereto, the terms of the body of this SOP shall prevail.

Period of Performance

The period of the service proposed is for **One** year with the opportunity to extend. With approved and executed contract, client shall give eMedical **90 days**’ notice to terminate the contract if the client wishes to terminate the contract before the contract end date.

Engagement Resources

Resource Name (Client)	Title	Contact Info
Andrew Tatarenko	Township Administrator	(908) 852-5132, Ext. administrator@allamuchynj.org

Resource Name (eMedical)	Title	Contact Info
Paul Yu	Executive Partner	(732) 822-2323 paulyu@emedicalstrategies.com
Vale Rideout	Manager of Customer Success	(646) 256-6111 vale@emedical-technology.com
Jorge Gaitan	Lead Consultant and Client Service Specialist	(347)453-1561 jgaitan@emedicalstrategies.com

Scope of Work

eMedical shall provide the Services and Deliverable(s) as follows:

Part A: All Inclusive End User Support

1. Provide all-inclusive remote support to servers (2) workstations and laptops, printers (20 total), camera system and other end user devices in all 5 departments covering 20 Workstations/Printers.
2. Provide management software and agent for device monitoring and management.
3. Provide Enterprise Antivirus Software
4. Automatically distribute software to Windows devices under management Monthly patching of all critical servers under; weekly patching of all workstations; product success and failure report; ad hoc patching and updates for critical issues and updates
5. Work with 3rd party software and hardware vendors to continually provide IT support and upgrade recommendations.
6. Provide recommendations of IT, privacy, and security related software and services
7. Provide annual cyber-security training for employees of the township and employee training as needed
8. Provide Monthly reviews and security management
9. Call: 855-eMed-Now (855-363-3669) or eMail: service@my-emed.com for On-call service and Remote support

Part B: Security, Network & Server Management

1. Security, Management
 - Provide Recommendation of and configure firewall appliances and associated subscription services such as content, Geo, and Antivirus filter policies.
 - E-mail protection and encryption for (20) email account to integrate with eMed's email security systems for SPAM and phishing protection and email encryption.
2. Network
 - a. Router Choice and Configuration
 - b. Switch Management
 - c. Wireless AP Configuration
 - d. Other Network Systems
3. Server Management
4. Backup and Disaster Recovery

Part C: On-site Office Support & Project Works (Charged hourly)

1. Provide ongoing recommendation and assist purchase of switch, WIFI, APC, Server, and other network components to standardize and improve the network performance and security
2. More general ongoing projects including (but not limited to):
 - a. Email migration
 - b. User migration
 - c. System & application upgrade
 - d. Changes in network infrastructure
 - e. Security upgrade (Following NIST)
 - f. Voice and video system upgrade

Allamuchy Township

eMedical Technology LLC

By: _____
Name:
Title:

By: _____
Name:
Title:

Deliverable Materials

eMedical's Responsibilities

- Coordinating the whole life cycle of this engagement and follow all policies, procedures and standards
- Maintain good documentation and log all tickets to the helpdesk system as per established guidelines of the support and project life cycle
- eMedical will provide the storage usage report
- eMedical will inform the client if the "Protected Data" storage and cost changes are more than 15% to the previous month
- Provide sufficient coverage and communicate compliant to the client's schedule and minimize the impact to the day to day operation
- Provide technical expertise and timely service in the areas of networking, security, operation systems and application
- Schedule quarterly meeting with township to coordinate on projects and services
- Response times:
 - Standard remote - Ticket creation or Telephone contact – No greater than ½ hour
 - Emergency on-site – No greater than 3 hour (billed hourly)
 - Unlimited phone support
 - Training for selected staff members for purpose of troubleshooting (billed hourly)

Client's Responsibilities

- Provide administrator level access to network equipment and server access
- Provide physical access to all office sites, especially during off hours
- Purchase and supply all necessary hardware, software, up-to-date license (ie. Microsoft), and accessories
- Arrange necessary support staffs
- Purchase hardware and software and have them delivered on time
- Authorize eMedical to address any issues reported by the monitoring service
- Acquire primary and backup ISP services with different providers
- Report issues accurately and notify helpdesk in a timely fashion

Fee Schedule

Changes of scope or price should be agreed to by both parties via the project change control procedures. A PCR will be issued specifying the amended value. All services provided by eMedical Technology LLC. Billing and accounting will be managed by Amethyst Solution LLC. This and all other Statements of Proposal and contracts between eMedical and "Client" shall follow this fee schedule until the end of a three-year period starting the date of award. The monthly charges may vary due to the changes to number of service deliverables in each category.

a. Payment Schedule (Part A and B): \$1000/month

Initial: ____

**b. Office network and system baseline audit (Required)
\$1000/One time, due with first month's fee**

Initial: ____

c. Payment Terms:

1. At contract signing: Client will make first payment of \$2000 (first month fee plus baseline audit).
2. Successive Monthly Recurring Auto-Payments: \$1000
3. Project Work and additional backup usage (in excess of 1TB): Invoiced upon completion

Initial ____

d. On-site support project hourly rates for services:

1. First two hours in each month at no charge (noncumulative from month to month)
2. On-site Services after first 2 hours: **\$175/hour**

Optional and Additional services

1. Additional managed workstation: \$25/month
2. Additional managed Server: \$50/month
3. Additional email protection: \$5/month/User
4. BCDR starting at \$400/Month for 4 TB

Upon completion of this Performance Period, eMedical and Client will have the option to renew this agreement for an additional then-stated number of hours at the then-current hourly rate for those resources identified.

Bill To Address	Client Manager	Client Cost Center
Box A, 292 Alphano Road Allamuchy, NJ 07820		

Client initials:____
eMedical initials:____

Allamuchy Township

eMedical Technology LLC

By: _____
Name: _____
Title: _____

By: _____
Name: _____
Title: _____

Proposal to RFP

Township of Allamuchy, NJ

EMedical Technology
55 Madison Ave Suite 400
Morristown, NJ 97960
855-363-3669
Info@emedical-technology.com

Nov 27, 2023



Proposal for Information Technology Services

Addendum

eMedical Technology is dedicated to providing the highest level of network security and management. We have over 40 years of high-level IT management and experience with the leading business technologies. As a full-service Managed IT Company, we source hardware and software components at the highest level of security and dependability. Our services include (but are not limited to):

- Monthly Full-service plan which includes:
 - o Management and monitoring of devices such as (but not limited to) Server, switch, firewall, workstations, and laptops in and outside the network
 - o 24/7 remote monitoring and maintenance, which includes the following Enterprise-level services:
 - o EDR (Endpoint Detection and Response) suite which includes continual monitoring of all devices
 - o RMM (Remote Monitoring and Maintenance) - Software allowing our team to monitor and/or make changes to systems remotely:
 - Monitor single workstation, group or entire network
 - Create patching rules including scheduling for windows and many 3rd party apps
 - Understanding workstation activity down to the user-level
 - o Remote Access tool allowing our team to partner with users to troubleshoot
 - o Cloud and Local backup: We use best-in-practice redundancy for local and cloud backup, with respect to Governmental compliance requirements such as geographical storage location
 - o Email security for full spectrum email filtering to remove and/or quarantine malicious threats (malware, ransomware) with MFA and full customization per user
 - o Firewall configuration
 - o All tools above provide robust, digestible reporting as proof of your network's security for compliance and transparency
- We offer other services in addition our monthly plan which include (but are not limited to):
 - o BCDR – Business Continuity & Disaster Recovery
 - Hardware based – devices which backup critical systems and are capable of running your network within minutes in case of failure, corruption or disaster
 - Devices also include off-site backup that can be restored via express-shipped hard drive for larger data-packages
 - Verifiable functionality of backups
 - Virtual (Cloud) based – Functional backup of critical system on the cloud
 - o Vulnerability Scanner – Scanning SaaS platform revealing vulnerabilities on all devices on or outside the network
 - o On-site visits for management and maintenance of equipment including replacement, repair, troubleshooting charged at \$175/hour (first two hours in each month are included in the monthly fee, but are noncumulative from month to month)

EMedical Technology provides full project engineering support or consulting services for all initiatives the township might undertake. Consulting services would include (but are not limited to):

- Cyber Security training support for employees annually
- Monthly Reviews and Security Management
- Consulting services for system upgrades and/or improvements
- Purchasing/sourcing of hardware, software
 - o We constantly evaluate the health and ability of all equipment and software and make recommendations pertaining to upgrading or repairing.
- No charge for telephone support calls
- No charge for travel time

Support Services:

- Telephone/email support requests will be responded to within ½ hour of ticket creation
- For emergency on-site visits, we will be available within a 3-hour period after ticket creation
- Training as needed for township staff

Technology Objectives

- We are constantly researching trends in security, software and hardware and make our recommendations known to all clients regarding (but not limited to):
 - o Data Security and availability
 - Including Business Continuity and Disaster Recovery
 - o Benefits and Drawbacks (technology, security, cost) related to local or cloud storage
 - o Work to implement server cyber security upgrades as needed following NIST
 - o Will support Telephone and security camera vendor network implementation

Transition:

We work seamlessly with the current IT provider to be sure handoff is without interruption. Security of data and attention to the township's requirements would be first in our minds as we take over management of the network.

Resumé

EMedical Technology and our managing partner Amethyst Solutions serve clients ranging in size from 8 devices to thousands. We have decades of experience with the most complicated and sensitive network configurations and our clients include medical organizations, private industry, and Governmental institutions. We manage networks with small footprints and others with thousands of devices. Therefore, we would be able to manage Allamuchy Township's network without exception.

In our work with the Town of Ridgefield CT, we have worked with their in-house IT director to implement city-wide security management for all departments including firewall, switch, Server, BCDR, workstations, Security Cameras, phone system, etc. We have worked with various agencies (Police, Courts and other entities that require consultation for comprehensive and effective network integration.

New Jersey Urology (now SummitHealth) has 2000 workstations, 20 servers and many software vendors. Their requirements of serving patients at their 70 locations provide a challenge that we have been able to meet and exceed for the past 12 years. We have leveraged software and a first-rate team to secure data, make its use more efficient, and we have always been at the forefront of technological advances. Now that New Jersey Urology is under the umbrella of SummitHealth, we are expanding our work with them to cover thousands more servers and workstations.

We have proven instrumental at securing Summit's wide network of workstations both cloud-based and local, providing security for legacy systems where necessary using GRE tunnels, allowing cost-effective migration of those systems, consulted with highest-level executives on future initiatives involving security tools integration to provide effective and efficient utilization by all departments, and we have project managed initiatives relating, but not limited to, network devices and services to which we are directly assigned.

Our services are not only in compliance with the scope of this RFP, but go above and beyond considering current and future technological advances. Our knowledge of state-of-the-art technologies allow us to engineer the best solution for data security and efficiency – for everyone from managers to help desk to the end user.

References:

Andrew Neblett
Town of Ridgefield, CT
IT Director
itsupport@ridgefieldct.gov
400 Main St
Ridgefield, CT 06877
203-431-2715

Andrew Neblett, Director of IT

- "E-Medical Strategies has been and continues to be an integral part of supporting the Town of Ridgefield with our technical infrastructure and services. Their employees are top-notch, knowledgeable, professional, friendly, and respond very quickly. We know that if there is an issue, they make sure that it is resolved. The Town of Ridgefield has relied on their services for more than 20 years. We will continue to do so because when you have a good thing, you don't let it go. I have no hesitation in recommending E-Medical Strategies."

Dan Campbell
New Jersey Urology/SummitHealth
IT Manager
DCampbell@summithealth.com

- "I am writing to express my utmost satisfaction with the outstanding IT services provided by E-Medical Strategies. As the IT Manager of New Jersey Urology, I have had the pleasure of working closely with E-Medical Strategies over the past 8 years, and their commitment to excellence in managing our networks and higher-level technical configurations has truly made a positive impact on our IT infrastructure.

From my initial introduction and during their ongoing support, E-Medical Strategies has demonstrated a high level of expertise and professionalism. One of the standout qualities of their service is their willingness to assist with any problem they are engaged for while ensuring seamless operations and minimal disruptions for our business.

The technical team at E-Medical Strategies has consistently displayed an in-depth understanding of our unique IT requirements. They have efficiently implemented solutions tailored to our specific needs, optimizing our network performance, and enhancing overall system reliability. Their ability to troubleshoot complex issues in a timely manner has been crucial in maintaining the productivity of our daily operations.

I wholeheartedly recommend E-Medical Strategies for organizations seeking reliable, efficient, and forward-thinking IT services. Their professionalism and dedication make them an invaluable partner in navigating the challenges of modern IT."

Other Reference:

Dr. Kashfia Vohra
Owner
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