

## TOWNSHIP OF WEST CALDWELL



### Computer Systems & Software Applications & Maintenance Services PROFESSIONAL SERVICES

#### Questions and Answers - For 2025 Services

1. Please clarify if the Township prefers the vendors to manage this project using a Managed Services model?

**Yes, the Managed Services model would be considered by the Township, if proposed.**

2. Could the agency provide details on whether there is a current incumbent managing this project? If so, could you share their details?

**For the year 2024, the Township of West Caldwell awarded a contract for the service of Computer Systems & Software Applications & Maintenance Services to JCT Solutions.**

3. What was the approved budget for this project last year? Could you confirm the approved budget for this year?

**For the calendar year 2024, a contract was awarded in the amount of \$34,131.31. The budget for the year 2025 has not been decided.**

4. How many Full-Time Equivalents (FTEs) were staffed as part of this project last year?

**This is unknown – the number of employees is determined by the vendor.**

5. Please specify the total estimated effort in hours for this engagement?

**The Township does not specify the total estimated effort in hours for this contract.**

6. Will this project require onsite presence, or is it possible to deliver the work remotely? If a hybrid model is acceptable, please specify the percentage split between onsite and remote work.

**The Township would accept a hybrid model. The percentage split is unknown as it would be on a case-by-case basis as determined by either the Township and/or contractor when troubleshooting an issue.**

7. Could you please share the required format for the cost proposal? Would it be acceptable to submit a rate card (listing roles and hourly rates) instead of a fixed annual fee?

**As stated in the Request for Proposal, "The quotation is sought for a fixed annual retainer..."**

8. Please provide the number of physical servers and hardware details involved in the scope of work. For example, are there specific models such as Dell PowerEdge R340 or HP ProLiant DL350 Gen10?

**The Township currently has 3 servers – on those physical servers, there are 7 virtual servers.**

9. Will the scope of work be on an on-demand, as-needed basis? Or is this engagement expected to require full-time, continuous involvement?

**The scope of work for this service begins on Page 2 of the Request for Proposal under “Duties and Responsibilities”. The Township does not dictate how the job is to be performed; however, there will be instances where work will be needed on an as-needed basis, such as troubleshooting a computer issue in the office.**

10. Please clarify if this is a single award or multiple award contract?

**As stated on Page 2 of the Request for Proposal, multiple contracts may be awarded.**

11. Please provide us the anticipated timeline for this project?

**As stated in the Request for Proposal, the award for Computer Systems & Software Applications & Maintenance Services shall be a one-year appointment for the calendar year 2025 or until a successor is appointed.**

12. If only one candidate is required, can we propose multiple candidates as options (if one resource is unavailable post award, we can still go ahead with alternate resource)?

**The Township will be awarding the contract to a vendor, not one specific individual employed with that vendor.**

13. Could you please share the job descriptions for each position needed to be staffed by vendors?

**The Township has not created job descriptions for each position needed to be staffed by vendors.**

14. If interviews are scheduled, will it be for the resource personnel only or for a team from the company including a company representative?

**The Township does not anticipate scheduling interviews with vendors for this service.**

15. Could the agency tell us when the project will be awarded, when it will start, and when the interviews will take place?

**The contract will be awarded in January for the calendar year 2025. The Township does not anticipate scheduling interviews with vendors for this service.**

16. Could the agency please clarify whether the post-vendor selection interview will be conducted in person or remotely?

**If the Township would like to meet with the vendor awarded the contract, the meeting will be in person.**

17. If we are shortlisted for interview and if our proposed personnel are not available at that time, can we propose alternate resources for interview?

**If the Township would like to meet with the vendor awarded the contract, the meeting will be scheduled at a mutually agreed upon date so that all parties can be present.**

18. Please confirm if we need to provide resumes. If yes, will sample resumes work for now?

**As stated in the Request for Proposal, a description of each individual’s qualifications, including education, licensure and years of professional service shall be submitted with the proposal.**

19. Could you please provide an inventory of the hardware we'd be responsible for? This would include network items such as, firewalls, switches, and WiFi, along with servers, workstations, and laptops.

**The Township's inventory changes with personnel, below are the approximate hardware inventory:**

- **3 Servers – on those physical servers, there are 7 virtual servers.**
- **23 Printers**
- **116 workstations**
- **We do have a firewall and public WiFi**
- **2 Firewall**
- **8 Switches**