

**RESOLUTION NO. 20 - 37**

**RESOLUTION OF THE NEW JERSEY INFRASTRUCTURE BANK AUTHORIZING  
THE ISSUANCE OF A REQUEST FOR PROPOSALS FOR A MANAGED SERVICES PROVIDER**

**WHEREAS**, pursuant to Section 5 of the New Jersey Infrastructure Trust Act, constituting Chapter 334 of the Pamphlet Laws of 1985 of the State of New Jersey (codified at N.J.S.A. 58:11B-1 et seq.), the New Jersey Infrastructure Bank (“I-Bank”) is authorized to enter into agreements necessary to the performance of its duties; and

**WHEREAS**, the services of an Information Technology Managed Services Provider (“MSP”) are needed to maintain the I-Bank’s existing computers, internet servers and computer networks; and

**NOW THEREFORE BE IT RESOLVED**, that the I-Bank Board of Directors (“Board”) hereby authorizes the Executive Director, in consultation with counsel, to prepare and distribute a Request for Proposals for an MSP as may be determined in accordance with the provisions of I-Bank Policy and Procedure 4.00, “Purchase of Goods and Services” and the laws of the State of New Jersey; and

**BE IT FURTHER RESOLVED**, that the Executive Director is further authorized to establish a committee to review all proposals in accordance with the I-Bank’s Policy and Procedures and to make a report and recommendation to the Executive Director as to the selection an MSP for a contract period of two years with an option for an additional two one-year periods upon approval by the Board; and

**BE IT FURTHER RESOLVED**, that the Executive Director is authorized to take all other actions consistent with approved procedures to procure the services of an MSP.

Adopted Date: May 14, 2020

Motion Made By: Mr. Mark Longo

Motion Seconded By: Mr. Michael Kanef

Ayes: 7

Nays: 0

Abstentions: 0



## **Request for Proposals**

# **Information Technology Managed Services Provider**

Issued by the  
New Jersey Infrastructure Bank

Date Issued: **May 28, 2020**

Questions and Answer Cut-Off Date:  
**5:00PM EST June 12, 2020**

Proposals Due Date:  
**12:00 PM EST June 26, 2020**

In the Office of the Chief Budget Officer  
3131 Princeton Pike, Building 4, Suite 216  
Lawrenceville, NJ 08648  
(609) 219-8600

Please Label Proposals with Firm's Name and  
**"Proposal for Information Technology Managed Services Provider 2020"**

**NEW JERSEY INFRASTRUCTURE BANK  
REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY MANAGED SERVICES  
PROVIDER**

**I. OBJECTIVE**

The New Jersey Infrastructure Bank (“I-Bank”) is looking to procure the services of an Information Technology Managed Service Provider (“MSP”). Pursuant to this request for proposals (“RFP”), the I-Bank shall select an Information Technology MSP from the list of responsive bidders as prescribed in Section IV.

**II. I-Bank / Program Background**

**a. Powers and Structure**

The I-Bank was organized pursuant to N.J.S.A. 58:11B-1 et seq., in 1986 as an independent State Financing authority. The purpose of the I-Bank is to provide financial assistance to New Jersey borrowers authorized to construct, operate and maintain environmental and transportation infrastructure systems. The I-Bank participates with the New Jersey Department of Environmental Protection (“DEP”) in the Environmental Infrastructure Financing Program and the New Jersey Department of Transportation (“DOT”) in the Transportation Infrastructure Financing Program. The I-Bank contracts to make loans to finance a portion of the costs of environmental and transportation infrastructure system projects that local governmental unit borrowers in New Jersey are authorized to undertake and which they may lawfully finance through borrowings. The DEP provides companion loans for environmental projects.

The I-Bank's enabling legislation requires extensive legislative oversight of the I-Bank, including fiscal accountability and control over its operating expenses, loan and debt guarantee activities, and borrowing and debt obligations. No funds from State or federal sources or State bond issues are made available to the I-Bank absent legislative appropriation.

**b. Information relevant to customized procurement**

Pursuant to this RFP, I-Bank shall select an MSP for Information Technology services to ensure that the computer network supporting the work of the I-Bank performs in good working order. The I-Bank seeks a qualified Information Technology MSP to service and maintain the current computer network as set forth herein. I-Bank's offices are located at 3131 Princeton Pike, Building, 4 Suite 216, Lawrenceville, NJ. I-Bank currently employs 30 full-time staff members. I-Bank runs a Hybrid Cloud Microsoft Windows environment with approximately 35 workstations and 12 servers. The I-Bank's accounting department utilizes the Microsoft Dynamics ERP system. The I-Bank will continue to utilize another firm to maintain the ERP system and its associated databases but the IT Consultant will be responsible for but not limited to the maintenance of: (i) the equipment located on premise (servers, workstations, routers, switches, network

appliances), (ii) the Microsoft Windows domain, (iii) network infrastructure, (iv) Microsoft Office 365, (v) Veeam and iLand backup and replication infrastructure, and (vi) our Microsoft Azure Government and Commercial Cloud systems.

Pursuant to this RFP, the I-Bank shall select a firm to perform managed service provider services in order maintain the current computer network as set forth herein.

**c. Minimum Requirements (if any)**

- i. Firms having annual revenues in excess of \$1 million shall be eligible to participate in this procurement

**d. Solicitation Schedule**

<b>RFP published and distributed:</b>	<b>May 28, 2020</b>
<b>RFP Question Submission Cut-Off Date:</b>	<b>3:00 pm EST, June 12, 2020</b>
<b>Proposals due:</b>	<b>12:00 noon EST, June 26, 2020</b>
<b>Finalists interviews in person or via conference call:</b>	<b>Week of June 29, 2020</b>
<b>Board of Directors approval:</b>	<b>July 9, 2020</b>
<b>Contract term:</b>	<b>September 1, 2020 to August 31, 2022</b>

**QUESTION AND ANSWER PROCEDURE**

The I-Bank will accept questions pertaining to this RFP from all potential bidders electronically. Questions shall be directed to the following e-mail address:

[PROCUREMENT@NJIB.GOV](mailto:PROCUREMENT@NJIB.GOV)

**Please note that the “subject” line of your e-mail must specifically reference this RFP as follows: “RFP for IT Managed Service Provider.”**

**Questions will be accepted until 3:00 pm EST on June 12, 2020**

In the event the I-Bank determines that additional clarification to this RFP or additional information is necessary, the I-Bank reserves the right to do so through telephone conference calls with eligible firms for the purpose of providing the same.

**III. SCOPE OF SERVICES**

The selected MSP shall provide on/off-site services to the NJIB set forth below, remotely and at the physical location of the NJIB, to maintain the equipment, software, and/or operating systems

listed in Schedule A in good working order in accordance with their respective manufacturer specifications. Specifically, the selected MSP will be required to perform the following services:

### **General Services**

- Assign a dedicated Account Manager to the I-Bank to coordinate with the IT Manager
- Offer technical and operational guidance and expertise on new technologies and methodologies to enhance productivity and efficiencies, as well as best-practices to reduce the I-Bank's operational risks.
- Work with the I-Bank's managed security service providers and IT Manager to keep the I-Bank safe and in compliance with the I-Bank's cybersecurity policies and procedures
- Provide a minimum 2-hour response time (SLA) to incidence/technical requests during business hours; 4-hour response time outside of business hours
- Attend 30-minute weekly management update calls with the I-Bank's IT Manager
- Provide an easily accessible helpdesk ticketing system to create, track and resolve all requests for I-Bank users and technical managers.
- Supply a monthly on-site visit to support any projects or maintenance required at the I-Bank offices
- Agree to the I-Bank's auditing practices, including 3<sup>rd</sup> party technical services auditing

### **Core Network Maintenance**

- Maintain network connectivity to the firewall/router, WAN/LAN/WLAN and other services within the NJIB network
- Apply QoS protocols and best practices to appropriate I-Bank networks
- Manage all VLAN's and subnets; make corrections to assure proper device connectivity and operations
- Quarterly, test network failovers and redundancies to assure operational excellence, report failures and correct issues.
- Assure VPN network connectivity to off-premises services, such as Microsoft Azure Government and Commercial Cloud systems

### **Hybrid Server Infrastructure Maintenance**

- Support the I-Bank's hybrid infrastructure server systems (see Attachment A) and Active Directory system
- Support the I-Bank's distributed file systems, file permissions and access
- Support and maintain our Single Sign On services and Multi-factor authentication solutions; remediate SSO and MFA sign-on issues and security lockouts and alerts
- Manage, optimize, maintain, and quarterly test on/off-site backup solutions (Veeam, iLand

and Azure)

- Maintain secondary on-site servers, such as management servers (backup servers, SMTP relays, etc.)

### **Monitoring, Reporting and Documentation**

- Create, coordinate and/or maintain technical documentation on the I-Bank's technical infrastructure, document updates and changes accordingly.
- Monitor and remediate Anti-Virus Security Endpoints (Palo Alto's and CrowdStrike); report and remediate intrusions and breaches, or escalate to the managed security service provider
- Monitor WAN and LAN network performances and outages
- Review Netwrix Auditor logs and coordinate with the I-Bank IT Manager for alerts and discrepancies

### **Helpdesk/End-User Support**

- Support Microsoft Windows 10 and Linux workstation operating systems, as well as Microsoft Office 365 E5 office applications, including One Drive, Teams, and Visio.
- Support I-Bank software applications (see Appendix A) and aid in escalations with software vendors as required
- Maintain VPN client access for Windows, OSX, iOS, Android and Linux (Ubuntu) operating systems.
- Provide mobile device support for Microsoft Exchange e-mail and Microsoft Authenticator (MFA application) for iOS, Android and Windows mobile devices.
- Aid in the on-barding or off-boarding of employees, including account creation and de-provisioning; archive users files and email according to the I-Bank's BC/DR plans.
- Support patch-management and desktop imaging of Windows workstations

## **IV. EVALUATION PROCEDURE and CRITERIA**

### **a. Ranking Criteria –**

The I-Bank has appointed a committee to review the proposals submitted in response to this RFP and to make recommendations. The committee members will individually review all proposals considering the following major evaluation criteria with the stated assigned weights for each such criterion, and rank each firm on a scale of 1 to 10 for each criterion:

Resources, Qualifications, and experience of the firm (4)

The Firm's proposed services (4)

Knowledge and experience of the assigned team or staff	(5)
References from prior serviced clients	(2)
The firm's presence in New Jersey	(1)
Fee proposal (separately sealed)	

**b. Submission Requirements (# copies, addressee, etc.)**

Both an electronic copy (via e-mail or "soft" copy on a flash drive/stick) and one unbound original (via courier or overnight express mail) of your proposal, including all required Appendices and Forms, should be delivered to:

David E. Zimmer  
Executive Director  
New Jersey Infrastructure Bank  
3131 Princeton Pike, Building 4, Suite 216  
Lawrenceville, NJ 08648  
[procurement@njib.gov](mailto:procurement@njib.gov)  
(609) 219-8600  
Attn: IT Managed Services Provider

**All proposals must be received by 12:00 noon EST, June 26, 2020.** Proposals received after this date and time will not receive further consideration.

All documents and information submitted in response to this RFP generally shall be available to the general public as required by applicable law and the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1 et seq. and applicable law.

Communications with representatives of the I-Bank concerning this RFP, by your firm or on your firm's behalf, are **NOT** permitted during the submission and evaluation process (except as specified below). No telephone inquiries will be accepted. If you have questions or require clarification on any aspect of this RFP, please forward the request via email to [procurement@njib.gov](mailto:procurement@njib.gov). **Failure to adhere to these communication restrictions will result in the immediate rejection of your firm's proposals.** Questions must be submitted by 3:00 pm EST on June 12, 2020.

The I-Bank will not be responsible for any expenses in the preparation and/or presentation of the proposals and oral interviews, if any, or for the disclosure of any information or material received in connection with the solicitation, whether by negligence of otherwise.

Responding firms may withdraw their proposal at any time prior to the filing date and time by written notification signed by an authorized agent of the firm. The proposal may thereafter be resubmitted, but only up to the final filing date and time.

The responding firm assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given after proposals are opened because of a firm's failure to be knowledgeable about all the requirements of this RFP. By submitting a proposal in response to this RFP, the firm represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

**c. Oral Presentation(s) and/or Clarification of Proposal**

A bidder may be required to give an oral presentation to the Review Committee concerning its proposal. The Review Committee may also require a bidder to submit written responses to questions regarding its proposal.

The purpose of such communication with a bidder, either through an oral presentation or a letter of clarification, is to provide an opportunity for the bidder to clarify its proposal. Original proposals submitted, however, cannot be supplemented, changed, or corrected in any way. No comments regarding other proposals are permitted. Proposers may not attend presentations made by their competitors.

It is within the Review Committee's discretion whether to require a proposer to give an oral presentation or require a proposer to submit written responses to questions regarding its proposal. Action by the Review Committee in this regard should not be construed to imply acceptance or rejection of a proposal. The Project Manager will be the sole point of contact regarding any request for an oral presentation or clarification.

If it is necessary to interview one or more firms, the interviews will take place the week of June 29, 2020. You will be notified by phone if your firm needs to appear.

**IV. TECHNICAL PROPOSAL – INFORMATION REQUIRED TO BE PROVIDED BY BIDDER**

- a.** Letter of Transmittal
- b.** Business Information
- c.** Summary of Service Expertise and Offerings
  - 1. Business and Operation Summary:
    - the year your company was incorporated
    - financials for the most recently completed fiscal year
    - the number of professionals employed by your firm (please designate full-time, part-time employees, as well as consultants if applicable); and relevant technical or professional certifications held to determine skillsets necessary to perform the scope of work set forth herein.
    - resumes of individuals who will be assigned to the I-Bank, or individuals who



represent core leadership in your organization's technological practices, i.e. Lead Network Support Engineer; Director of Technology Services; CIO, etc.

2. Client References:

- a list of clients for whom you currently provide and have previously provided this type of service, especially state agencies; include references that may be contacted with respect to your work on these matters;
- provide the names and contact persons of at least five client organizations where similar work has been provided as contained in this RFP

3. Technical Expertise:

- please provide project and client success stories relevant to the I-Bank's size and industry (government/financial) where your firm performed:
  - o network management and complex technical migrations
  - o Microsoft Active Directory (on-prem and Azure) cleanup, file permission management and overhauls
  - o managing Hyper-V and/or VMWare; Migration successes from Hyper-V to VMWare
  - o monitoring and Maintenance and auditing technical logs, security logs, forensic style analysis to find "root-cause" issues
  - o experience with MFA solutions, Microsoft mobile device management, and WSUS/SCCM patching and management systems
- how does your firm and employees remain current with IT industry changes?
- how does your firm manage cyber-security risks?

4. Program Management Approach

- a description of your understanding of the scope of services as provided in this RFP
  - a summary of support services that will not be covered in the contracted MSP agreement
  - a current price guide for services not covered under the MSP agreement
  - how would your firm approach your first 90 days as the I-Bank's MSP?
  - what can the I-Bank expect in the first year of your tenure
  - how are helpdesk requests handled, prioritized, and closed?
  - examples of user documentation (How-To's) and network documentation (for BC/DR operation logs) your firm has drafted
- d.** Provide a statement on whether the company is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly
- e.** Identify any existing or potential conflicts of interest, as well as your representation of parties or other relationships that might be considered a conflict of interest, that may affect or involve transactions for the I-Bank.
- f.** A copy of a valid New Jersey Business Registration must be submitted by the selected firm. If not already registered with the New Jersey Division of Revenue, registration can be completed online at the Division of Revenue website:

<http://www.state.nj.us/treasury/revenue/index.html>.

## V. Attachments

### a. Forms and Other Requirements

The following documents must be completed, included and submitted with the bid proposal. All forms listed below can be downloaded from the Department of Treasury website: <http://www.state.nj.us/treasury/purchase/forms.shtml>. The required forms are also attached as **Attachment B – State Requirement Forms.**

1. Ownership Disclosure Form (N.J.S.A. 52:25-24.2)
2. New Jersey Business Registration Certificate. Please provide a copy of your firm's business registration certification (or interim registration) (N.J.S.A. 52:32-44). If the firm is not already registered with the New Jersey Division of Revenue, the form should be completed online at the Division of Revenue website: [www.state.nj.us/treasury/revenue/index.html](http://www.state.nj.us/treasury/revenue/index.html).
3. Disclosure of Investigations and Other Actions Involving Bidder Form
4. Disclosure of Investment Activities in Iran (N.J.S.A. 52:32-58)
5. Affirmative Action Employee Report
6. Two-Year Chapter 51/Executive Order No. 117 (Corzine) - Vendor Certification and Disclosure of Political Contributions ("E.O. No. 117")

### b. Specific Statutory Requirements

**Chapter 51 and Executive Order No. 117.** Pursuant to Public Law 2005, Chapter 51 ("Chapter 51") and Executive Order No. 117 (Corzine 2008) ("E.O. No. 117"), State departments, agencies and authorities are precluded from awarding contracts exceeding \$17,500 to vendors who make certain political contributions on and after October 15, 2004, to avoid any appearance that the selection of contracts is based on the contractors' political contributions. Chapter 51 also requires the disclosure of all contributions to any political organization organized under 26 U.S.C. 527 that also meets the definition of a "Continuing Political Committee" within the meaning of N.J.S.A. 19:44A-3(n) and N.J.A.C. 19:25-1.7. **Failure to submit the certification and disclosure form(s) shall be cause for rejection of your financial institution's proposal. Please consult the website listed below for information and forms relating to Chapter 51 and E.O. No. 117.**

<https://www.nj.gov/treasury/purchase/forms/eo134/CH51-FAQ.pdf>

The firm selected pursuant to this RFP shall be required to maintain compliance with Chapter 51 and E.O. No. 117 throughout the term of its engagement.

### 7. Chapter 271.

Pursuant to Public Law 2005, Chapter 271 ("Chapter 271"), the firm is required to disclose its (and its principals') political contributions within the immediately preceding twelve

(12) month period prior to entering into a contract. No prospective firm will be precluded from entering a contract with the State by virtue of the information provided in the Chapter 271 disclosure provided the form is fully and accurately completed. Prior to award of this engagement, the financial institution selected pursuant to this RFP shall be required to submit Chapter 271 disclosures, although completion and submission of the form is not required to be included in your proposal. For a copy of the Chapter 271 disclosure form please refer to:

<http://www.state.nj.us/treasury/purchase/forms/CertandDisc2706.pdf>.

If selected pursuant to this RFP, please also be advised of your firm's responsibility to file an annual disclosure statement on political contributions with the NJ Election Law Enforcement Commission ("ELEC") pursuant to N.J.S.A. 19:44A-20.13 (L. 2005, c. 271, section 3) if your firm receives contracts in excess of \$50,000 from a public entity during a calendar year. It is your financial institution's responsibility to determine if filing is necessary. Failure to so file can result in the imposition of financial penalties by ELEC. Additional information about this requirement is available from ELEC at (888) 313-3532 or [www.elec.state.nj.us](http://www.elec.state.nj.us).

8. Source Disclosure Form (N.J.S.A. 52:34-13.2; E.O. No. 129 McGreevey)

**Chapter 92 and Executive Order No. 129.** Pursuant to Public Law 2005, Chapter 92 and Executive Order No. 129 (McGreevey 2002), all services performed pursuant to this engagement shall be performed within the United States of America.

9. **Emergency Preparedness** – To support continuity of operations during an emergency, including a pandemic, the I-Bank needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure essential contracts that provide critical business services to I-Bank have planned for such an emergency and that contingencies are in place to provide needed goods and services.
  1. Describe how you anticipate such a crisis will impact your operations.
  2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:
    - Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees).
    - Identify essential business functions and key employees (within your organization) necessary to carry them out.
    - Contingency plans for:

- How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
- How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

## **VI. Fee Structure (Separate Envelope)**

### **a. Fee schedule**

Provide appropriate rate schedule that would be utilized to carry out the required scope of work. Include an hourly rate schedule and applicable administrative fees, if any, for additional work not specifically identified in the Scope of Services in Section III above. Submit a rate schedule for two years of service. Also, submit a separate rate schedule for the optional third and fourth years of service. Transportation/travel expenses are not to be billed separately.

After the evaluation committee provides final rankings, the fee proposals shall be opened, and price will be negotiated with the highest ranked bidder. Please be advised that cost, while a significant factor, will not be the sole determining factor.

## **VII. Contract Terms**

### **a. Period of Services**

The term of the contract for the MSP shall be for a period of two years with two one-year options renewable on the approval of the I-Bank's Board of Directors. The contract for the MSP shall commence September 1, 2020 and shall continue through August 31, 2022, with an option for an additional two one-year periods upon further approval by the I-Bank Board.

### **b. Standard Terms and Conditions**

The attached Standard Contract Terms and Conditions (**Attachment C**) are in addition to the terms and conditions set forth in the RFP and should be read in conjunction with same unless the RFP specifically indicates otherwise. If a bidder proposes changes or modifications or takes exception to any of I-Bank's terms and conditions, modification or exception in I-Bank's terms and conditions by a bidder will be a factor in the determination of an award of a contractor purchase agreement.

All of I-Bank's terms and conditions will become a part of any contract(s) or order(s) awarded as

a result of the RFP, whether stated in part, in summary or by reference. In the event the bidder's terms and conditions conflict with I-Bank's, I-Bank's terms and conditions will prevail, unless the bidder is notified in writing of I-Bank's acceptance of the bidder's terms and conditions.

**PLEASE NOTE: THE ATTACHMENTS LISTED BELOW ARE AVAILABLE ON THE I-BANK'S  
WEBSITE  
UNDER THE PROCUREMENT SECTION:**

**[WWW.NJIB.GOV](http://WWW.NJIB.GOV)**

**Attachments**

- A. I-Bank Hardware and Software in Use
- B. State Required Forms
- C. Standard Form Contract and Standard Contract Terms and Conditions
- D. Ranking Sheet

Dated: May 28, 2020