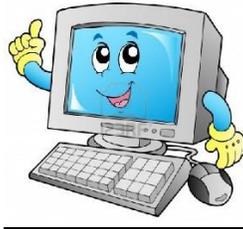


REQUEST FOR BIDS

Computer Services



Due: Tuesday, October 12st, 2021, by 10:00 AM

**Hackensack Housing Authority
65 First Street
Hackensack, NJ 07102
201 342-4280**

REQUEST FOR BIDS

The Housing Authority of the City of Hackensack, New Jersey will accept bids for maintenance of its computer hardware and software. It is the Housing Authority's desire to retain and employ a duly qualified computer specialist who is experienced in maintaining a small office computer/phone system. All services must be in accordance with the existing rules, orders, directives and regulations promulgated by the United States Department of Housing and Urban Development, local and state laws governing this work.

The services that are requested will be as follows:

- 1) Maintain and troubleshoot all hardware problems. Recommend all upgrades to the existing system.
- 2) Maintain and troubleshoot all software related problems.
- 3) Maintain and troubleshoot all operating system (DOS and windows) and network related problems.
- 4) Install all software as recommended by the Housing Authority (including PHA Web software upgrades).
- 5) Respond to all emergencies within 1 hours.
- 6) Provide all services and equipment necessary to ensure that the Authority's computer system is operating efficiently and effectively.
- 7) Provide Unlimited Remote Support (less than 10-minute response time)
- 8) Provide On-Site Support.
- 9) Unlimited Project Work (All projects, except wiring).
- 10) Remote Ability to open work tickets from the user's desktops.

- 11) 24/7 computer, laptop, server, and network monitoring.
- 12) Microsoft and 3rd party updates and patching.
- 13) Cyber security/Ransomware detection software on all computers, laptops, and server.
- 14) Dark web monitoring for entire organization.
- 15) Next Gen Antivirus with advanced threat control.
- 16) Office phone system with every computer with unlimited support, updates, and maintenance.
- 17) Unlimited cyber security phishing training, exams, and simulated phishing email.
- 18) Policies and procedures and incident response plan.
- 19) Application Whitelisting for every computer, laptop, and server.
- 20) Monthly website updates, maintenance, and hosting.
- 21) All user and server data backed-up hourly, both locally and offsite with Ransomware detection.
- 22) Other computer services as directed by the Housing Authority.
- 23) Ensure that all systems are adequately backed-up to ensure that no data is lost in the event of a system failure.

Qualifications:

- 1) Must be a duly qualified and authorized to provide all Microsoft and Novell Netware services.
- 2) Must have demonstrated experience in performing the required services.
- 3) Must have a minimum of 5 years' experience.
- 3) Must be approvable by the United States Department of Housing and Urban Development.

Proposal Submission:

All persons interested in submitting a proposal for the computer services should submit a proposal based upon a flat fee and an hourly rate for other services. Proposals should be delivered to the office of the Housing Authority of the City of Hackensack, 65 First Street, Hackensack, New Jersey on or before Thursday, October 21st, 2021, by 10:00 AM. All persons submitting a proposal are encouraged to contact the Housing Authority to personally review the existing systems.

Proposal Format:

- 1) Must include a completed and signed format sheet (attached);
- 2) Must include a certificate of insurance;
- 3) Must include a listing of references;
- 4) Must include copies of the relevant licenses to provide the necessary services
- 5) Must provide a copy of the New Jersey Business Registration Form.

The term of this contract shall be 10/1/2021 to September 30th, 2023.

This solicitation for proposals is being made in accordance with the New Jersey Local Unit Pay to Play law (NJSA 19:44A 20.4 et seq.) as a "fair and open" process. All proposals will be publicly opened on the date and time specified in the RFP.

ANTHONY FEORENZO
Executive Director

BID CHECKLIST

_____ Bid Form (including Price)

_____ Copy of Vendor's Insurance Certificate

_____ Listing of References and Current Customers (include
telephone numbers)

_____ Relevant Licenses

_____ New Jersey Business Registration Form

Please check off each item that is being submitted with the proposal and include this sheet with the proposal. Failure to include these items with the proposal will result in rejection of the proposal.

Signature

Date:

BID FOR COMPUTER/PHONE MAINTENANCE

Hackensack Housing Authority
65 First Street
Hackensack, New Jersey 07601
(201) 342-4280

Submitted by:

Company Name: _____

Address: _____

Telephone Number: _____

Contact Person: _____

Flat Fee for all items except #22: \$ _____ Monthly
\$ _____ Annually

Price per Hour for additional services \$ _____

Materials/parts, equipment (supported by a manufacturer's invoice)

Overhead: _____ %

Profit: _____ %

*Price Includes all work outlined in the attached Request for Proposals.

Term: October 1st, 2021 to September 30th, 2023

Date: _____

Contractor's Signature

The Housing Authority reserves the right to reject any and all bids received in response to its R.F.B. The bid must contain all the attachments as stated in the "Bid Submission" section of the R.F.B.

Legal Advertisement

REQUEST FOR PROPOSALS

The Housing Authority of the City of Hackensack, New Jersey will accept bids for the following services:

“Computer/phone Maintenance”

It is the Housing Authority's desire to retain duly qualified, competent and capable contractors and vendors. All services must be in accordance with the existing laws, rules, orders, directives and regulations governing these services and supplies.

All persons interested in submitting a bid for these services should contact the Housing Authority of the City of Hackensack to receive a copy of the formal Request for bids. The RFB specifies the scope of the services and the requirements for submitting bids.

All bids must be submitted the office of the Housing Authority of the City of Hackensack, 65 First Street, Hackensack, New Jersey on or before Tuesday, October 12st, 2021, by 10:00 AM.

The Housing Authority reserves the right to reject any and all bids received for these services. It also reserves the right to terminate the vendor, for convenience, at any time during the term of the contract.

ANTHONY FEORENZO
Executive Director

AGREEMENT FOR COMPUTER SERVICES

THIS AGREEMENT made on October 1, 2021, by and between
, ("Contractor") and the Housing Authority of the City of
Hackensack, 65 First Street, Hackensack, New Jersey (the
"Authority").

WITNESSETH, that the contractor and the Authority for the
consideration stated herein agrees as follows:

Computer/phone Maintenance per attached RFB.

ARTICLE 1. - Statement of Work

The contractor shall furnish all materials and other items as
specified in the attached Request for Bids relating to the
Authority's computer systems.

ARTICLE 2. - Time of Completion

As per Request for Proposals.

ARTICLE 3. - Term

10/1/2021-9/31/2023

ARTICLE 4. - Contract Price

The contractor shall be entitled to \$ per hour, % overhead and
% profit on all materials/parts, equipment supported by a
manufacturer's invoice.

IN WITNESS WHEREOF, the parties hereto have caused this instrument
to be executed the date and year first written above.

ANTHONY FEORENZO, Executive Director

Date:

Date:

