

Purpose of Request

Technology Support Services

The City of Linden is requesting offers from qualified individuals and firms to provide Technology Support Services. Offers will be evaluated in accordance with the criteria set forth in this RFQ. One or more individuals/firms may be selected to provide services.

General Information & Summary

Organization Requesting Offer

City of Linden, 301 North Wood Avenue, Linden NJ 07036

Submission Deadline

Friday, November 6, 2026 at 10:00 A.M.

Electronic Submission Only

All offer submissions must be received by the City of Linden through the MuniVendor eProcurement platform. No physical/paper nor any other electronic response type will be accepted.

Contract Period

January 1, 2027 through December 31, 2027

Contract Form

The successful offeror shall be required to execute the City's form contract, which includes the indemnification, insurance, termination and licensing provisions. It is also agreed and understood that the acceptance of the final payment by the Offeror shall be considered a release in full of all claims against the City arising out of, or by reason of, the work done and materials furnished under any contract awarded.

City of Linden Facts & Figures

The City of Linden is a municipal government entity. The City was incorporated in 1925 and operates pursuant to N.J.S.A. 40A:61-1 et seq. The City's population is approximately 45,752 and it consists of approximately 11 square miles of area. The City employs approximately 671 people in about 25 departments and agencies. It owns various municipal buildings, parks and recreation facilities. The City's operating budget is approximately \$144,053,553.31. The City provides significant and diverse services to its residents, including those in the senior, disabled, veterans and other communities.

Contact People

- With questions relating to this specific RFQ, contact Nicholas Pantina by email only at npantina@linden-nj.gov.
- With questions related to procurement, contact Jessica Slawinski by email only at jslawinski@linden-nj.gov.
- All questions must be submitted by email only no later than Monday, October 26, 2026.

Nature & Scope of Services

Introduction

The City of Linden seeks offers from qualified Information Technology (IT) service providers to deliver comprehensive technology support services. The selected vendor will serve as the City's primary IT partner, responsible for maintaining, supporting, and enhancing the City's technology infrastructure to ensure operational efficiency, security, and continuity of services to staff.

Service Objectives

The successful vendor shall provide proactive, responsive, and professional IT support services with the following objectives:

- Ensure 99.9% availability of all critical systems
- Maintain and enhance cybersecurity posture
- Response Time SLAs
 - Capability to provide 24/7 remote, on-site, phone and email support for all departments.
 - Critical/Emergency Support (24/7)
 - Initial Response - fifteen (15) minutes or less.
 - Remote Support Response - thirty (30) minutes or less.
 - On Site Response - two (2) hours or less.
 - Non Critical Support - two (2) hours or less.
- Implement technology solutions that improve municipal operations
- Ensure compliance with relevant regulations and standards

Cloud & System Administration

- Monitor and maintain all City-side and Fire Department technology infrastructure (physical and virtual)
- Perform routine maintenance, patches, and updates
- Manage and maintain:
 - Microsoft Windows environment
 - Microsoft 365/Google Workspace administration

- Backup and disaster recovery systems
- Email system administration and security

Cloud Services Management

- Manage and optimize cloud infrastructure
- Administer SaaS applications
- Ensure cloud security and compliance
- Monitor cloud resource utilization and costs

Specific City Systems & Applications

The successful offeror shall provide support for the following, but potentially additional City-specific systems:

- Financial Systems
- Public Safety Systems (Fire Department specific)
- Document Management

Project Management & Strategic Planning

- Provide dedicated account manager and project management
- Conduct monthly technology review meetings with City leadership
- Develop and maintain 3-year technology roadmap
- Assist with technology budgeting and planning
- Manage technology projects and implementations

Reporting & Documentation

- Monthly performance reports including:
 - SLA compliance metrics
 - Ticket volume and resolution statistics
 - Security incident reports
 - System performance and availability

- Maintain complete and current documentation
- Provide annual technology assessment report

File Server Administration & Management

- Proactive monitoring of critical functions.
- On-site and remote support.
- Service pack and patch updates on a regular basis.
- Consistent review of all ancillary programs, including but not limited to firewall, tape backup, antivirus programs for updates etc., and confirmation of system maintenance checks.
- Perform data backup across all servers and applications.
- New user account creation and management of security policies.
- Rebuilding of server and restoration of server systems from backups in case of failure.
- Perform all server maintenance required on a monthly or weekly basis.

Workstation Management

- Service pack and patch updates on a regular basis for all systems used.
- Maintain properly functioning configurations.
- Assistance with various computer related questions to ensure seamless day-to-day operations.
- Setup, installation and configuration of new and rebuilt computers, including operating systems and any necessary software, setting them up on the network, setting them up for backups, adjusting email client settings.
- Installation and setup of new office equipment, such as printers, scanners, fax machines, copiers, etc.
- Ensure all devices are properly backed up, and when necessary, restore a system from backup.
- Ensure all devices are up to date and free of viruses, spyware, malware, etc.
- Minor hardware repairs, such as replacing hard drives, upgrading memory, etc.
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General Consulting/IT Services

- Server, workstation, printer, network device consultation, configuration, and installation, software updates, network troubleshooting, firewall adjustments, email troubleshooting,

hardware troubleshooting.

- Assistance and recommendations for hardware and software purchasing.
- Conduct regular walkthroughs, as specified, to identify issues and opportunities, assessments and provide recommendations as to suggested hardware, software, network and cybersecurity improvements.
- Provide a suitable technician on site as necessary for all support matters.
- Provide remote desktop and monitoring software on all computers and servers and provide the names of said software services used.
- Assist with Open Public Records Act (OPRA) requests, ensuring timely data retrieval from the City's email system.
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Technical Proposal Standard Requirements

Offerors should submit a technical section that contains, at minimum, the following:

- The name of the offeror, the principal place of business and, if different, the place where the services will be provided;
- Offeror must demonstrate extensive experience in the relevant subject matters.
- The education, qualifications, experience, and training of all persons who would be assigned to provide services along with their names and titles;
- A listing of all other engagements where services of the types being proposed were provided in the past five (5) years. This should include other City governments and other levels of government. Contact information for the recipients of the similar services must be provided. The City may obtain references from any of the parties listed;
- Please provide a description of any particular area(s) of expertise you or your firm may possess that have not been included in the response provided above;
- A statement that neither the firm nor any individuals assigned to this engagement are disbarred, suspended, or otherwise prohibited from professional practice by any federal, state, or local agency;
- A statement that the offeror will comply with the General Terms and Conditions required by the City and enter into the City's standard Professional Services Contract;
- A copy of the offeror's Business Registration Certificate;
- Completion of all forms included in the MuniVendor eProcurement Portal on the Documents Section (Step 3 of your response).
 - Acknowledgement of Receipt of Addenda
 - Affirmative Action Compliance Notice

- Americans with Disabilities Act of 1990
- Bid Document Checklist
- Non-Collusion Affidavit
- Disclosure of Iran Investments
- Disclosure of Prohibited Activities in Russia or Belarus
- Mandatory Affirmative Action Language for Goods and Services - Professional Services Contracts
- Non Collusion Affidavit (must be notarized - include a scanned copy of your notarized document in your uploaded response)
- Ownership Disclosure Statement
- Stockholder Disclosure Certification (must be notarized - include a scanned copy of your notarized document in your uploaded response)

Note: N.J.S.A 52:32-44 provides that government agencies may not enter into a contract for goods or services unless the other party to the contract provides a copy of its business registration certificate and the business registration certificate of any subcontractors at the time that it submits its proposal. MuniVendor automatically inserts your business registration certificate from your MuniVendor vendor profile. If you plan to utilize subcontractors, then please include copies of those subcontractor's business registration certificates in your technical proposal upload. The contracting party must also collect the state use tax where applicable.

Technical Proposal Specialized Requirements

- Offeror must have five (5) years of minimal experience working with government agencies providing these or similar services.
- Offeror must be familiar with the City of Linden.
- Offeror's staff must be able to meet the required response times.

Cost Proposal

Offerors should submit a cost proposal which would include any proposed retainer, the services to be provided for the retainer, if services will be provided at a flat rate, if all or any services will be billed through hourly rates and what are the established rate(s). The City does not provide payment for or reimbursement for travel expenses.

Offerors will provide an annual rate for the following staff to support the City of Linden as described below:

- Senior Support Manager, full time (over 10 years experience) x 1
- Junior Support Manager, full time (over 5 years experience) x 2

- First Level Support, full time (over 2 years experience) x 2
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Offeror Qualifications To Support Technologies

In your offer, respond to the following questions with a yes/no answer.

- Offeror has at least 5 years experience with supporting Google G Suite / Workspace.
- Offeror has at least 5 years experience with Microsoft to Google G Suite / Workspace cloud migrations.
- Offeror has at least 5 years experience supporting Google services such as but not limited to Gmail, Calendar, Contacts, Drive & Docs, Chat, Meet, Vault, Tasks.
- Offeror has at least 5 years experience supporting backend Google administration and M365 services such as but not limited to user setup, roles, maintenance, backup and troubleshooting, devices (securing data), apps (managing apps and their settings), security (setup, configuration and identifying issues), reports (monitoring usage across the organization), and domain management.
- Offeror has at least 3 years experience with Microsoft to Google Architecture migration, including but not limited to data (word, excel, powerpoint to docs, sheets and slides), file storage (setup, team member cloud drive, shared cloud drives), and email (Exchange Server to Gmail).
- Offeror has at least 2 years experience installing, supporting and maintaining Microsoft operating systems based desktop and laptop computers.
- Offeror has experience supporting municipality technology services and/or has provided computer consulting services to other municipalities and will provide references where they are currently providing similar services.
- Installation, technical support and liaison for Edmunds GovTech suite of services.
- Offeror will be required to provide credentials, references and/or certifications where applicable and/or appropriate for above upon request.
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Other Offeror Qualifications

In your offer, respond to the following questions with a yes/no answer.

- Offeror must be able to provide a minimum of five (5), W2 employees dedicated to the City of Linden to ensure support coverage.
- Offeror headquarters and support staff must be located in New Jersey.
- Offeror has previous experience working with the City of Linden.
- Offeror's physical office is located within thirty minutes driving time (in traffic) to the City of

Linden between the hours of 8:00 A.M. and 6:00 P.M.

- All work will be performed by the offeror's employees - not sub-contractors.
- Offeror has been in business for at least ten (10) years.
- Offeror has never declared bankruptcy.
- Offeror has a system in place to provide the City with periodic detailed audit reports of support issues addressed. The City may request these audit reports at any time.

Offer Evaluation

The City will select the most advantageous offer(s) based on all of the evaluation factors set forth at the end of this RFQ. The City will make the award(s) that is in the best interest of the City. Each offer must satisfy the objectives and requirements detailed in this RFQ. The successful offeror(s) shall be determined by an evaluation of the total content of the offer submitted. The City reserves the right to:

- Not select any of the offers;
- Select only portions of a particular offeror's offer for further consideration; (However, offerors may specify portions of the offer that they consider "bundled".)
- Award a contract for the requested services at any time within the calendar year after review of the offeror's qualifications and approval of same by the City; Every offer should be valid through this time period.
- The City shall not be obligated to explain the results of the evaluation process to any offeror.
- The City may require offerors to demonstrate any services described in their offer prior to award.
- The City reserves the right at the City's sole discretion to refuse any offer submitted.

RFQ Limitations

This RFQ is not intended to be an offer, order or contract and should not be regarded as such, nor shall any obligation or liability be imposed on the City by issuance of this RFQ.

Use of Information - Non Disclosure

Any specifications, drawings, sketches, models, samples, data, computer programs, documentation, technical or business information and the like ("Information") furnished or disclosed by the City to the offeror in connection with this RFQ shall remain the property of the City. When in tangible form, all copies of such information shall be returned to the City upon request. Unless such information was previously known to the offeror, free of any obligation to keep it confidential, or has been or is subsequently made public by the City or a third party, it shall be held in confidence by the offeror, shall be used only for the purposes of this RFQ, and may not be used for other purposes except upon such terms and conditions as may be mutually agreed upon in writing.

General Terms & Conditions

- The City reserves the right to reject any or all offers, if necessary, or to waive any informalities in the offers, and, unless otherwise specified by the offeror, to accept any item, items or services in the offer(s) should it be deemed in the best interest of the City to do so.
- In case of failure by the successful offeror, the City of Linden may procure the articles or services from other sources, deduct the cost of the replacement from money due to the offeror under the contract and hold the offeror responsible for any excess cost occasioned thereby.
- The offeror shall maintain sufficient insurance to protect against all claims under Workman's Compensation, General, Professional and Automobile Liability.
- Each offer submitted must be submitted by the person authorized to do so (the "Organization's Authorized Official").
- The contract shall be in effect through December 31, 2027 unless otherwise stated.
- In accordance with Affirmative Action Law, P.L. 1975, c.127 (N.J.A.C. 17:27) with implementation of July 10, 1978, successful proposers must agree to submit individual employer certifications and numbers or complete Affirmative Action employee information report (form AA-302). Also, during the performance of this contract, the contractor agrees as follows: (a) The contractor or subcontractor where applicable, will not discriminate against any employee because of age, race, creed, color, national origin, ancestry, marital status or affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex or handicap. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and section for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause: (b) the contractor or subcontractor, where applicable, will in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex or handicap; (c) the contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or worker's representative of the contractor's commitments under this act and shall post copies of the notice; (d) the contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the treasurer pursuant to the P.L. 1975, c.127, as amended and supplemented from time to time.
- By submission of the offer, the offeror certifies that the service to be furnished will not infringe upon any valid patent, trademark or copyright and the successful offeror shall, at its expense, defend any and all actions or suits charging such infringement, and will save the City harmless in any case of any such infringement.
- No offeror shall influence, or attempt to influence, or cause to be influenced, any City officer or employee to use his/her official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.

- No offeror shall cause or influence, or attempt to cause or influence, any City officer or employee to use his/her official capacity to secure unwarranted privileges or advantages for the offeror or any other person.
- Should any difference arise between the contracting parties as to the meaning or intent of these instructions or specifications, the City's Law Department decision shall be final and conclusive.
- The City of Linden shall not be responsible for any expenditure of monies or other expenses incurred by the offeror in preparing or submitting its offer.
- The checklist, affidavits, notices and the like presented in this Request for Qualifications are a part of this Request for Qualifications and shall be completed and submitted as part of your offer.