



New Jersey Schools Development Authority  
Office of Procurement  
32 East Front Street  
Trenton, NJ 08625  
Phone: 609-858-2915

**DATE:** July 17, 2020

**PROJECT:** GP-0273-R01 – Network, Hardware & Software Support Services

**DESCRIPTION:** Addendum #1

This addendum shall be considered part of the Request for Proposals (“RFP”) issued in connection with the above-referenced project. Should information contained within this Addendum conflict with the RFP, this Addendum shall supersede the relevant information in the RFP.

**A. CHANGES TO THE PROCUREMENT PROCESS:**

1. Not applicable.

**B. CHANGES TO THE PROCUREMENT DOCUMENTS:**

1. Modifications to the Advertisement, Request for Proposals and Associated Documents

- a. **MODIFY:** All references in the RFP to the Technical Proposal and Fee Proposal submission requirements shall be modified to revise the submission dates and times. Submissions will only be accepted from 9 AM - 11 AM by overnight or hand delivery on Friday, July 24, 2020 or Monday, July 27, 2020 or Wednesday, July 29, 2020 at the following address:

NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY  
32 East Front Street  
Trenton, New Jersey 08625-0991  
Attention: Dave Kutch, Senior Procurement Analyst  
Subject: Network, Hardware & Software Support Services –  
GP-0273-R01

**C. BIDDER’S QUESTIONS, REQUESTS FOR INFORMATION AND RESPONSES:**

1. Question: We utilize a standard “best-practice” IT management approach which includes the installation of Network and End-Point monitoring & management agents, we would require full administrative credentials to the environment. Would this be an acceptable practice for NJSDA?  
  
Answer: This RFP is for consulting services. While some assignments may require access necessary to analyze and monitor portions of NJSDA systems or the network, this RFP is not intended as an administrative services or network monitoring agreement.

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Please Note: In accordance with NJSDA policy, authorized users will have access to information systems and databases to the extent necessary to perform their assigned job functions.

2. Question: Our standard approach involves regular recurring costs (tools and personnel) and as such our pricing model would include a “flat-monthly fee” covering monitoring, maintenance and help desk services. Time and Materials dispatch beyond normal support services would be billed in addition to the flat monthly fees; is NJSDA agreeable to this billing approach?
- Answer: No, the NJSDA is not agreeable to this billing approach. The proposing firm must complete and return the NJSDA Fee Proposal Form. The Fee Proposal must list the proposing firm’s entire proposed staff (by position) providing Network, Hardware and Software Support Services, whether such staff is comprised of the proposing firm’s employees or those of a subcontracted firm. As referenced on the Fee Proposal Form, the Loaded Hourly Rate is the rate at which the Authority will pay for services rendered as set forth in invoices, and should, therefore, include all costs the Consultant intends to recoup through compensation under the Agreement, including, but not necessarily limited to, salaries and wages paid to personnel in each billing class, plus the cost of customary and statutory benefits, travel expenses, general and administrative overhead, non-project operating costs, and operating margin or profit. Such rates shall be valid for the duration of the engagement.
3. Question: Is the \$1 million price limit for the initial term of 3 years that is specified in section 3.1.1 for the T&M pricing only or for all fees that are included in the contract?
- Answer: \$1,000,000 is a not-to-exceed limit for all fees that are included in the contract for a period of three (3) years of the initial contract and including the one (1) optional additional year.
4. Question: Section 5.1.2.2 specifies that we need to have proof of a network security/Cyber/Privacy breach policy. Can you confirm that this is to show that we as the consultant are covered for anything caused by our staff, or do we need to include coverage for NJSDA staff as well?
- Answer: Coverage is for Consultant’s staff only. Coverage for NJSDA staff is not required.
5. Question: Do all existing Smartnet and other hardware vendor support agreements include remote technical support or are they strictly hardware replacement only?
- Answer: The Cisco Smartnet, Palo Alto, HPE Care and most other support agreements include technical support.
6. Question: Does all existing server, workstation, and infrastructure hardware have current replacement coverages in effect guaranteeing that the hardware to be replaced in the event of failure will be made available onsite within the same 4 hour response window, and are they guaranteed to be in place through the term of this support agreement?

Answer: Critical Network Infrastructure, SAN and Servers require a 4 hour response, including parts. Other less critical or redundant network components include same day response and next business day parts. NJSDA Desktops, Laptops and Tablets are not included on any separate support agreement, and are usually repaired by the Original Equipment Manufacturer (“OEM”) as either onsite or shipped to OEM depot for repair.

7. Question: The proposal calls for “The case studies must address recent examples of the proposing firm’s past provision (within the last three (3) years) of services of the type outlined in the Scope of Services. Case studies may be based on contracts with public or private sector clients”. And “ The firm must identify the name and address of the client entity and the name, title and telephone number of a contact person associated with the client entity who is familiar with and able to comment on the firm’s performance on each project”.

Our company is a startup (less than 3 years) organization with leadership and staff experiencing spanning over 25 years in information technology at a technical executive leadership level. Can the experience of the owner and staff counts or translate towards years of experience required for the business entity. If your answer is ‘Yes’ can employment experiencing references managing infrastructure of this size be used for appropriate business performance experience within this contract?

Answer: No, the experience of the owner and/or employees of the proposing firm cannot be used to substitute for or otherwise translate to the **proposing firm’s** experience.

A proposing firm shall utilize the *Firm Experience Case Study Form* to describe the **proposing firm’s** experience, within the last three years, of services of the type outlined in the Scope of Services.

A proposing firm shall utilize the *Key Team Member Resume Form* to provide a summary of each **Key Team Member’s** (e.g., an owner or employee proposed by the responding firm as a Key Team Member) experience, which must include, but is not limited to, a description of at least three (3) projects completed within the last three (3) years for which the Key team Member in question fulfilled a role similar to that proposed for this engagement.

8. Question: I know it states you award one Prime, however, can the prime work with subcontractor for certain services?

Answer: Yes. A proposing firm shall describe the roles of any proposed subcontracted firms in providing the required services in its responses to Sections 2.3 through 2.6 of the RFP.

**D. CHANGES TO PREVIOUS ADDENDA:**

1. Not applicable.

**E. ATTACHMENTS:**

1. Attachment 1.1 “Notice of Intent to Participate” Contact List

***Refer all questions to NJSDA Procurement Staff. Any bidder attempting to contact government officials (elected or appointed), including NJSDA Board members, NJSDA Staff (except for Procurement), Selection Committee members, NJSDA Consultants, and School District officials for information relating to this project or in an effort to influence the selection process may be immediately disqualified.***

**End of Addendum No. 1**

Signature: \_\_\_\_\_

Title: \_\_\_\_\_



STATE OF NEW JERSEY

# SCHOOLS DEVELOPMENT AUTHORITY

32 E FRONT STREET  
P.O. BOX 991  
TRENTON, NJ 08625-0991  
609-943-5955

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## Acknowledgement of Receipt of Addendum

Consultant must acknowledge the receipt of the Addendum by signing in the space provided below and returning an electronic copy via email to Dave Kutch ([Dkutch@njsda.gov](mailto:Dkutch@njsda.gov)). Signed acknowledgement must be received prior to the Bid Due Date. Acknowledgement of the Addendum must be made on the NJSDA Fee Proposal Form. Please include a copy of this signed acknowledgement form in the Technical Proposal Submission.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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## **ATTACHMENT 1.1**

### **“Notice of Intent to Participate” Contact List**

ACT (Advanced Computer Technologies)

Custom Computer Specialists, Inc.

DCi Technology Solutions, LLC

Externetworks

International Digital Systems

Neteam Solutions Inc.

RADgov, Inc.

Stellar Services, Inc.

Stewart, a Xerox Company

T1 Explorer

Vinci Systems, LLC

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