SCOPE OF SERVICES FOR INFORMATION TECHNOLOGIES CONSULTANT

The successful proposer will be able to provide technical assistance, security, maintenance, and system administration related to the City's networks, and computer stations. The successful candidate firm will be responsible for troubleshooting computer problems, maintaining the network and network security, and addressing technical issues. The Scope of Work for the requested services includes, but is not limited to:

IT Consultant and Management Services (on-site and remote) this includes assisting users with operational issues and/or emergency response (i.e. servers are down or there is no email access) within a four (4) hour maximum response time (unless otherwise noted).

1. Maintenance and support for existing equipment, including but not limited to 2 physical and virtual (remote) servers, up to 15 PCs, up to 5 MDT's, printers, networking and equipment at one (1) location in the City.

2. Support for the City's Financial, Construction, Tax Office and Police Department software. Proposer must demonstrate successful experience in supporting Edmunds Govtech, MCSystems including Enforcer, MPass, and Planner packages, New World/Tyler Technologies, current working relationship with Burlington County Central Communications and their IT groups; as appropriate.

    A. Services to be monitored include but are not limited to:
        a. Overall up time of each device

        b. Event log – failed log attempts and other security events

        c. Monitoring of key server services including but not limited to virus/malware scanning services, file backup services, SQL services, and exchange services

        d. Critical and non-critical patches will be tested and applied for the following software: Microsoft Operating Systems (servers and workstations), Microsoft Office Products, Microsoft Exchange, internet browsers

        e. Critical and non-critical patches will be tested and applied to all network hardware which includes but is not limited to routers, firewalls, switches, wireless access points, cellular modems, security cameras and printers

        f. WAN/INTERNET monitoring which should include but is not limited to Uptime, Packet loss, Latency, Jitter, Gateway Round trip time, bandwidth Utilization/monitoring at network/switch/device level with anomaly alerting

g. Firewall configuration/monitoring which should include but is not limited to Firewall Rules, Port Forwarding, anomaly/intrusion attempts.

3. Proposer to provide the services detailed below to the City for included equipment. Routine support will be available during business hours - 8:30 am to 5:30 pm, EST, Monday through Friday. 24 X 7 Alarms and prioritized two (2) hour Service Request Response. 24 X 7 Move, Add or Change (MAC) including endpoints, switch ports, and passwords.

4. Proposer will conduct regular routine hardware checks, security checks, software updates, OS updates and file-structure related services.

5. Proposer will provide hardware and software troubleshooting of networks, systems, and applications to identify and correct issues and other operational difficulties. This includes assisting users with operational issues and/or emergency response (i.e. servers are down or there is no email access or virus/malware/ransomware problems) within a two (2) hour maximum response time.

6. Proposer will provide proactive system maintenance and requested configuration changes for all network devices (i.e. warranty, network and asset status), including routine maintenance, VPN and Remote access, monthly reviews and security management to prevent cyber-attacks.

7. Proposer will recommend new equipment and software, when necessary, as well as set up and install acquired items.

8. Proposer will provide structured system protection and maintenance, including but not limited to firewall, digital backup (local and remote), antivirus/malware programs for updates, and confirm system maintenance checks are being performed.

9. Proposer will support and maintain data/cloud backup and recovery and e-mail archiving.

10. Proposer will troubleshoot (either remotely or on-site) hardware and software problems.

11. Proposer will maintain hardware/software inventory and license documentation.

12. Proposer will perform the repairs and necessary maintenance of the City's network.

13. Proposer will provide for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction.

14. Proposer will monitor network security usage and perform necessary system "housekeeping."

15. Proposer will document information system processes and procedures and assist with network security.

16. Proposer will work with City Administration on strategic planning for future system upgrades, specify equipment and software upgrades and assist with quoting/procurement of same.

17. Proposer will provide daily incremental backups with at least 14 days of versioning on off-network device or cloud-based services. All data is to be stored as air gapped, password protected copies offline. Proposer must ensure these copies are not accessible for modification or deletion from any system where the original data exists.

18. Proposer must provide for weekly off-network full backups of all devices.

19. Proposer must review back-ups at least monthly to ensure they are being conducted properly.

20. Proposer must implement network segmentation, such that all machines on the network are not accessible from every other machine.

21. Proposer must disable unused remote access/Remote Desktop Protocol (RDP) ports and monitor remote access/RDP logs for any unusual activity. Port access must be kept to a minimum and any unused ports must be closed on a routine basis.

22. Proposer MUST change all standard passwords that came with hardware, firewalls, switches, ports, software, antivirus and malware programs to a unique password with double factor authentication wherever possible. At no time should proposers use the same password across multiple clients.

23. Proposer must ensure that the City remains in compliance with the cyber risk policies as required by the NJ Municipal Excess Liability Joint Insurance Fund.

24. Proposer shall assist with digital evidence storage and recovery for the Beverly Police Department as needed.