

Exhibit “A”

PROPOSAL 2

Price Proposal Form – All Non-Uniformed Services Proposal – Network and Desktop Support

Proposer Name: Pascache Data Services, Inc.

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
				Discounts for Additional years	
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software	_____	_____	_____	_____	_____
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

[Signature] Firm Signature
President Title
200 Central Ave suite 100 Hawthorne NJ 07506 Address By (please print) City, State, Zip
(973) 304-4858 Telephone Number 5/31/2022 Date

Not applicable

PROPOSAL 3

Price Proposal Form - All Police/Fire services, All Non-Uniformed Services, specific project based proposals and general services

Proposer Name: Pascach Data Services, Inc.

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
				Discounts for Additional years	
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software					
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

President Title _____ Address By (please print)
200 Central Ave, Suite 100, Hawthorne NJ 07506 City, State, Zip
(973) 304 - 4898 Telephone Number _____ 5/13/2022 Date

Not Applicable

PROPOSAL 1-A (ALTERNATE)

Price Proposal Form – To be determined by Vendor see below

Proposer Name: **Pascack Data Services, Inc.**

Please provide pricing for the costs identified below. Ensure that all costs are reflected including “implied” or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
				Discounts for Additional years	
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Startup Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts:

Alternate Option 1: \$1,350 per month

Server only monitoring (up to 8 physical or virtual servers) with response utilizing a block of 60 pre-purchased hours (Invoiced quarterly). We only recommend updates to Windows servers that are critical updates, service packs, or cumulative update packages. Patches need to be approved by all the software vendors prior to implementation as there may be compatibility issues. These will be installed during a pre-determined downtime window, utilizing the block of 60 pre-purchased hours. (Invoiced quarterly)

[Type here]

This would be performed with the assistance of a dedicated Township IT Engineer for the Police department.

Additional hours can be purchased as needed at the rate of \$150 per hour, with a minimum additional block of 20 hours.

Alternate Option 2: \$1,950 per month

Workstation monitoring and patch management for up to 100 Windows Public Safety workstations. Any issues regarding patch management will be addressed utilizing a block of 60 pre-purchased hours (Invoiced quarterly).

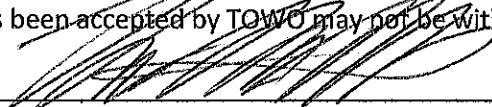
Server only monitoring (up to 8 physical or virtual servers) will also be included. We only recommend updates to Windows servers that are critical updates, service packs, or cumulative update packages. Patches need to be approved by all the software vendors prior to implementation as there may be compatibility issues. These will be installed during a pre-determined downtime window, utilizing the block of 60 pre-purchased hours.

All of these services would be performed with the assistance of a dedicated Township IT Engineer for the Police department.

Additional hours can be purchased as needed at the rate of \$150 per hour, with a minimum additional block of 20 hours.

It is highly recommended that the Police Department implement the Security Solutions included in the attached Security Review document. The proposal is based on recommendations by The NJ State Police Cyber Security division, the FBI, the NJ Joint Insurance Fund and Pascack Data's experience in the industry.

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.



President _____ Title _____ Address By (please print) _____
200 Central Ave., Suite 100, Hawthorne, NJ 07506 _____ City, State, Zip
(973)304-4858 _____ Telephone Number _____ 5/31 2022 _____ Date

[Type here]

West Orange Police - Security Overview with Pricing - All Tiers

March 9, 2022

Site Management - Required

	Users / Servers	Price	Customer Monthly / Qtr Cost	Customer Annual Cost
SonicWALL Capture Client				
End User Phishing/Security Education - Training status reports are available	150	3.45	592.50	7,110.00
SonicWALL NSM Advanced (Licensed Per Firewall)				
Captures Web Traffic for Forensics and Productivity				
	1	309.55		309.55
	1	309.55		309.55
	1	309.55		309.55
	1	434.86		434.86
	1	309.55		309.55
	1	309.55		309.55
	1	309.55		309.55
	1	1,287.00		1,176.64
	1	150.00		150.00

SMA Reporting Analytics (RMM) on Servers, Monitoring of Server Physical Hardware and Services - Disk Drive Status and space, Processors, Network Access, Power Supplies, OS Issues, Etc.,

SIEM for Servers (365 Day History)(30 Min Res)

Quarterly Business Review Meetings

Passtack Data Network Security Best Practices:

Regularly Scheduled Patch Management

Upgrading of Firewall Firmware as required

Advanced Password Policies

Technology Incident Response Plan

Access Privilege Controls (Admin and File)

Disaster Recovery / IT Continuity Planning

Included with Incident Response Plan

Tier 1 Compliance - Previously Purchased

Tier 1 Compliance

Tier 2 Compliance - See below

West Orange - Fire 2 - T300

West Orange - Fire 3 - T300

West Orange - Fire 5 - T300

West Orange - Fire Headquarters - T500

West Orange - Fire House 4 - T300

West Orange - Valley PD - T300

West Orange - Washington PD - T300

West Orange Police Headquarters - NSA 4600 HA

Tier 2 Compliance

Tier 2 Compliance - Included in Support Agreement

Tier 2 Compliance - CJIS Required 365 Day History

Tier 2 Compliance - Use pre-purchased support hours

Tier 1 Compliance - Use pre-purchased support hours

Tier 1 Compliance - Use pre-purchased support hours

Tier 1 Compliance - Use pre-purchased support hours

Tier 1 Compliance - Use pre-purchased support hours

Tier 2 Compliance - Use pre-purchased support hours

Tier 2 Compliance - Use pre-purchased support hours

460.00

5,520.00

SonicWALL Advanced Configuration Tier 3 Compliance - Use pre-purchased support hours
 Multi-Factor Remote Access Tier 3 Compliance - Previously Purchased

<u>Site Management - Optional</u>					
(RMM) on Workstations	Tier 2 Compliance - Included in Support Agreement	70	16.00	1,120.00	13,440.00
SIEM For Workstations (365 Day History) (2HR)	Tier 2 Compliance - CJIS Required 365 Day History	70	625.00	625.00	7,500.00
Kaseya Network Audit - internal and external	Tier 3 Compliance - Quarterly Scans \$1,800 or Tier 3 Compliance - Annually	1	450.00	450.00	
Quarterly Backup and Recovery Testing	Tier 3 Compliance - Annually	1	1,250.00	1,250.00	1,250.00
or Annual Backup and Recovery Testing	Tier 3 Compliance - Quarterly \$3,600	1	900.00	900.00	

<u>Off-Site Backup</u>					
Air gap backup (Tape/RD Drive)	Tier 1 Compliance - Previously Purchased				
Off site backup	Tier 1 Compliance - To be Discussed				

<u>Microsoft 365 Users Optional</u>					
Paspack Data Email Security Best Practices	Tier 1 Compliance - Use pre-purchased support hours				
External Email Warning on Incoming Email	Tier 3 Compliance - included if using Office 365				
Multi-Factor Remote Access					

<u>Microsoft 365 Users Optional</u>					
Paspack Data Email Security Best Practices	Microsoft 365	150	8.80	1,320.00	15,840.00
SonicWALL Cloud App Security For O365	Installation/ Migration				6,000.00
Veeam Office 365 Backup - Off Microsoft's Cloud	Tier 1 Compliance -	150	3.15	472.50	5,670.00
Barracuda Message Archiver - up to 150 GB of Mail	Tier 1 Compliance -	150	1.60	240.00	2,880.00
	Tier 2 Compliance - Previously Purchased				

68,828.80

West Orange Police - Security Overview with Pricing - Tier 1

March 9, 2022

Users / Servers Price Customer Monthly / Qtr Cost Customer Annual Cost

Site Management - Required

SonicWALL Capture Client	Tier 1 Compliance - Previously Purchased			
End User Phishing/Security Education - Training status reports are available	Tier 1 Compliance	150	3.45	592.50
Pascack Data Network Security Best Practices:				
Regularly Scheduled Patch Management	Tier 1 Compliance - Use pre-purchased support hours			
Upgrading of Firewall Firmware as required	Tier 1 Compliance - Use pre-purchased support hours			
Advanced Password Policies	Tier 1 Compliance - Use pre-purchased support hours			
Technology Incident Response Plan	Tier 1 Compliance - Use pre-purchased support hours			

Site Management - Optional

Off-Site Backup				
Air gap backup (Tape/RD Drive)	Tier 1 Compliance - Previously Purchased			
Off site backup	Tier 1 Compliance - To be Discussed			
Microsoft 365				
Pascack Data Email Security Best Practices	Tier 1 Compliance - Use pre-purchased support hours			
External Email Warning on Incoming Email				

Microsoft 365 Users Optional

Pascack Data Email Security Best Practices	Microsoft 365	150	8.80	1,320.00	15,840.00
	Installation/ Migration				6,000.00
SonicWALL Cloud App Security For O365	Tier 1 Compliance -	150	3.15	472.50	5,670.00
Veeam Office 365 Backup - Off Microsoft's Cloud	Tier 1 Compliance -	150	1.60	240.00	2,880.00
					37,500.00

West Orange Police - Security Overview with Pricing - Tier 2

March 9, 2022

Site Management - Required

Users / Servers	Price	Customer Monthly / Qtr Cost	Customer Annual Cost
SonicWALL NSM Advanced (Licensed Per Firewall)			
		Tier 2 Compliance - See below	
		Captures Web Traffic for Forensics and Productivity	
		Tier 2 Compliance - Fire 2 - T300	
1	309.55	309.55	309.55
1	309.55	309.55	309.55
1	309.55	309.55	309.55
1	434.86	434.86	434.86
1	309.55	309.55	309.55
1	309.55	309.55	309.55
1	309.55	309.55	309.55
1	1,287.00	1,287.00	1,176.64
1	150.00	150.00	150.00

SMA Reporting Analytics
(RMM) on Servers, Monitoring of Server Physical Hardware and Services - Disk Drive Status and space, Processors, Network Access, Power Supplies, OS Issues. Etc..

SIEM for Servers (365 Day History)(30 Min Res)

Quarterly Business Review Meetings

Pasback Data Network Security Best Practices:

Access Privilege Controls (Admin and File)

Disaster Recovery / IT Continuity Planning

Included with Incident Response Plan

Site Management - Optional

(RMM) on Workstations

SIEM For Workstations (365 Day History) (2HR)

Off-Site Backup

Microsoft 365 Users Optional

Barracuda Message Archiver - up to 150 GB of Mail

Tier 2 Compliance - Previously Purchased

West Orange Police - Security Overview with Pricing - Tier 3

March 9, 2022

Users / Servers	Price	Customer Monthly / Qtr Cost	Customer Annual Cost
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Site Management - Required

SonicWALL Advanced Configuration	Tier 3 Compliance - Use pre-purchased support hours		
Multi-Factor Remote Access	Tier 3 Compliance - Previously Purchased		

Site Management - Optional

Rapidfire Tools	Run Daily	1	625.00	7,500.00
Quarterly Backup and Recovery Testing	or Tier 3 Compliance - Quarterly Scans \$1,800	1	450.00	1,250.00
or Annual Backup and Recovery Testing	Tier 3 Compliance - Annually	1	1,250.00	1,250.00
	Tier 3 Compliance - Quarterly \$3,600	1	900.00	900.00

Off-Site Backup

Microsoft 365

Multi-Factor Remote Access	Tier 3 Compliance - included if using Office 365		
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Microsoft 365 Users Optional

8,750.00

Vendor Qualifications to Support Technologies Currently in Use: please respond yes or no to each of the following:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is Microsoft Certified Partner, Silver or Gold Yes / No
- Please indicate whether Vendor is a Microsoft Certified Systems Engineer MCITP- *YES*
- Enterprise Admin on staff full time. Yes / No
- Please indicate whether Vendor is Dell SonicWALL Partner with a CSSA on staff Yes / No
- Please indicate whether Vendor is Dell EqualLogic Certified Partner Yes / No
- Please indicate whether Vendor is VMware Enterprise Partner V5.x with a VCP on staff Yes / No
- Please indicate whether Vendor is Datto Certified partner Yes / No
- Please indicate whether Vendor is a minimum of 6, W2 employees to ensure support coverage Yes / No
- Vendor will supply a minimum of 3 government references where they are currently performing similar services Yes / No
- Vendor's headquarters and support staff are located in New Jersey Yes / No
- All work will be performed by vendor's full time employees - not sub-contractors Yes / No
- Vendor has been in business for at least 10 years Yes / No
- Vendor has never declared Bankruptcy Yes / No
- Vendor has a system in place to provide the City with periodic detailed audit reports of all time billed with dates, time spent and issues addressed. The City may request these audit reports at any time. Yes / No

Uniformed Network

- Has Vendor Installed/Upgraded/Maintained any systems in the last 3 years in accordance with the CJIS security policy? Yes / No

- Has vendor ever conducted IT Security Audit with the FBI's CJIS Unit? Yes / No
- Is vendor willing to provide signed/executed Security Addendum Certificate? Yes / No
- Is vendor willing to have all personnel subject to background checks? Yes / No
- Please indicate whether Vendor is Symantec Certified Partner Silver or Gold Yes / No
- Please indicate whether Vendor is VERITAS Certified Partner Yes / No
- Please indicate whether Vendor is certified Veeam partner Yes / No

Vendor will be required to have the following technical qualifications:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is certified or has 3 years' experience supporting the following and have current references using these products:
- Microsoft Windows 2003/2008 R2/2012 R2 Yes / No
- Configuring of Domain Controllers Yes / No
- Streamline Active Directory with proper rights and permissions Yes / No
- Microsoft Exchange 2010/2013 Yes / No
- Microsoft Outlook Web Access Yes / No
- Microsoft Terminal Services Yes / No
- Dell Servers Yes / No
- Dell Tape Libraries Yes / No
- Dell EqualLogics SAN devices Yes / No
- Dell SonicWALL Firewall Configurations Yes / No
- Dell SonicWALL ViewPoint/Analyzer software Yes / No
- Dell SonicWALL Site to Site VPN tunnels and VPN client access Yes / No
- Dell SonicPoint Wireless Solutions Yes / No
- Dell web managed switches Yes / No

- VMware vSphere 5.x Virtualization software Yes / No

Uniformed Network

- Veeam Replication/Backup software Yes / No
- Configuring Symantec End Point Security Software Yes / No
- Configuring Symantec Backup Exec and agents for Disaster Recovery, Open Files and Exchange, Symantec Backup Exec System Recovery Yes / No

Vendor will be required to provide credentials and certifications for above upon request Yes / No

Vendor will be required to perform the following duties:

- Provide a mid-level technician on location 8 hours/week to support local desktops and services
 Yes / No *Can be provided using Black of hours purchased upon Request*
- Have remote desktop and monitoring software on all desktops and servers and monitor 24/7
 Yes / No
- Provide the name of the monitoring software and services it monitors Yes / No *Connectwise / CONTINUUM RMM*
- Perform monthly server maintenance Yes / No *MONITORS hardware Infrastructure*

- Do you support ad-hoc reporting requests? Describe the process for requesting ad-hoc reports? Provide the timeframe for turnaround of ad-hoc reporting.

There are numerous reporting features and options within the existing reports. Ad-hoc reporting is available by special request at an additional charge.

- Do you support the ability to create PDF reports? Can they be sent securely via email? Can they be digitally signed and tracked?

Yes, we can provide reports in a PDF. Secure email is available at an additional charge.

- How is your reporting interface structured? Do you use multiple interfaces for different services? Is the information integrated across service lines? What cross-service line metrics and reports do you offer?

There are numerous reports available and upon being chosen as a preferred vendor, we would sit with the customers' technical team and determine which reports are required on a regular basis.

- Can you create custom reports? How is this accomplished?

There are numerous reporting features and options within the existing reports. Custom reporting is available by special request at an additional charge.

- Describe help desk or ticketing functionality. What workflow management features are available?

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

- How long is data available in the portal for reporting?

Server information is available for two months.

2.13 Customer Support and Account Management:

- Describe your company's process for customer-initiated tickets, as it relates to incidents and support issues.

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

[Type here]

- Detail your approach to customer support. What technical support resources do customers have access to?

Customer support is our highest priority and although most tickets are closed without the need for direct customer contact, all of our engineers are available by phone for discussion, based on availability.

- How is your customer support structured? What is the escalation process for reported problems or issues?

All of Pascack Data's engineers are experienced professionals, currently with a minimum of 8 years of experience with Pascack Data. As explained above, "Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket."

- What are the hours for customer support? See Below. Does support change hands at any point? NO What locations is this support provided from? **Pascack Data Main Location in Hawthorne, NJ during standard business hours and from individual's cell phones after hours.** How do you maintain quality of support 24x7? **The existing support engineers are on call after hours.**

Definition: Severity 1 (Critical) Severity 2 (High) Severity 3 (Normal)

Hours of support:

Standard hours: Monday to Friday 8:30 to 5:30, except Pascack Data Observed Holidays

(New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

Severity 1 (Critical)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 2 (High) Initial Response (from occurrence)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 3 (Normal)

Standard Business Hours: Immediate response not to 30 minutes

[Type here]

- What kind of value-added support options are available? Can you provide a dedicated technical account manager? At what cost?

Yes, as our standard practice there is a main engineer assigned to the account with a backup that is familiar with the account.

- Describe your approach to account management. Who will manage the account from a business and executive level? What access will we have to company leadership?

The customer has direct access to company leadership and engineers at any time.

- Describe how you measure and report client satisfaction, including frequency.

Since the customer is interacting with our engineers, we expect them to keep management informed. We also anticipate that all managed services customers will meet with us several times a year for periodic updates.

- Describe your processes and mechanisms for handling client inquiries and reported problems.

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

- Describe your customer service responsiveness, hours of staff availability, and available communication mechanisms (e.g., written, verbal, electronic, face-to-face).

Help desk requests can be submitted via email to our ticketing system or phoned in. Although all tickets can be responded to by any of our engineers, each customer has a primary and secondary support engineer assigned. Based on availability, if they cannot respond in a reasonable time frame the help desk coordinator will assign another engineer to the ticket.

- Describe how customer satisfaction deficiencies are addressed and resolved.

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

- What ongoing programs are in place to manage client satisfaction?

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

2.14 Service Level Agreement:

- Describe your service level agreements for the proposed services. Provide detailed SLAs.

Hours of support:

Standard hours: Monday to Friday 8:30 to 5:30, except Pascack Data Observed Holidays

(New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

Severity 1 (Critical)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 2 (High) Initial Response (from occurrence)

Standard Business Hours: Immediate response not to exceed 30 minutes

After Standard Business Hours: Immediate response not to exceed four hours.

Severity 3 (Normal)

Standard Business Hours: Immediate response not to 30 minutes

- Explain your company's methods for monitoring and measuring SLAs. What options are available to us upon failure to meet your stated SLAs?

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

2.15 Implementation: Additional detail would be required to respond to with accurate answers to the questions below. In general, Pascack Data has implemented numerous large projects in excess of thousands of devices across the tri-state area and has the experience to complete projects on schedule with the required transfer of knowledge.

- Describe your approach to implementing services.
- What customer resources are required to support implementation?
- What is the typical implementation timeframe?

[Type here]

- How do you ensure minimal impact or disruption to the customer?
- What steps do you take to ensure full and complete implementation?
- Detail the handoff process once services are turned up.
- What training is offered to customer staff to introduce them to the services?
- How do you handle implementing services across widespread, geographically dispersed facilities?
- What options are available for implementation? Remote installations? On-site field engineers?

2.16 Industry Specific Experience:

- How many government or higher education clients do you provide monitoring or security device management services for? **Please see our reference list.**
- What reports are available comparing customers to peers and others in their industry?

For security purposes, we can provide generalizations of other incidents, but do not discuss individual details of other client's networks.

2.17 Customer Satisfaction:

- Describe your process and mechanisms for handling client inquiries and reported problems.

Customers have direct access to Pascack Data's management team.

- Describe how you measure and report client satisfaction, including frequency.

Since the customer is interacting with our engineers, we expect them to keep management informed. We also anticipate that all managed services customers will meet with us several times a year for periodic updates.

- Describe how satisfaction deficiencies are addressed and resolved (in your service level agreement or elsewhere).

Customer satisfaction is a top priority for the Management at Pascack Data. We believe immediate attention is usually the best course of action, which can be handled by conference call or a face to face meeting.

- Provide your latest client satisfaction results.

Our average customer has been with us for over 10 years and many of our customers have been with us over 25 years.

2.18 Firm References:

[Type here]

Provide three (3) client contacts that are accounts of similar size. The client references must be current customers and have at least one year of experience with your MNS service. Please include name, title, role on the contract, phone number (including area code and extension numbers) and e-mail address.

Proposers are to provide this information as part of the Technical Proposal; however, TOWO will check references only of the clients of the shortlisted Proposing Firms. TOWO reserves the right to verify all information given if it so chooses, as well as, to check any other sources available including itself even if not provided as a reference by the Proposer.

It is imperative that the contact names and phone numbers given for the contracts/clients listed are accurate. References will be held in the strictest of confidence by the Township. The contact person should be capable of speaking to a firm's capability in performing the services required. References will be held in the strictest of confidence.

References: Partial list – Additional contact names available on request

Borough of Ramsey – 8 years with Pascack
Bruce Vozeh - 201-825-3400

Linden Police Department – 20+ years with Pascack
Charlie Crane - (908) 474-8517

Kearny Police – 20+ years with Pascack
Ofc. Thomas M. Sumowski - (201) 998-1313

Hawthorne Police – 9+ years with Pascack
Det. Matt Hoogmoed (Police) - 973-427-1800

Plainfield Police – 20+ years with Pascack
Adam Green - (908) 753-3042

Hawthorne Borough Hall – 9+ years with Pascack
Eric Mauer – (973) 427-1168

Hohokus Borough and Police - 2 Years with Pascack
Bill Jones – (201) 652-4400

Scotch Plains Township – 2 + years with Pacack
Margaret Heisey - 908-322-6700

West Orange Police and Fire – 20+ years with Pascack
Nick Allegrino

2.19 Special/Unique Qualifications:

Provide a narrative to elaborate on the special/unique qualifications and/or experiences of the Proposer and/or any member of its team, which make it uniquely capable to provide Network Managed services to TOWO. Special firm and/or individual expertise is to be included.

Pascack Data has been supporting Law Enforcement agencies for over 25 years. We have the expertise and experience necessary to provide secure and reliable solutions for mission critical needs utilizing Attorney General / FBI CJIS Security Guidelines. We have extensive knowledge of the systems and software used within the Police department: ex. Dispatch software, NCIC Access, LiveScan, Infocop, etc.

2.20 Insurance:

1. Provide a copy of a Certificate of Insurance verifying your firm's coverage for Professional Liability for one million dollars. **Please see Attached.**
2. Worker's Compensation pursuant to New Jersey Statues. **Please see Attached.**
3. General Liability in the amount of Two million with Township of West Orange named as additional insured. **This will be provided upon being chosen as a vendor.**

Exhibit “B”



Microcomputer Consulting Group Inc.
53 West 36th Street, Suite 404
New York, NY 10018
Tel: 212.244.8985

MCG, Inc.
WJH

Price Proposal

MCG, Inc. is proposing on two of the options the RFP is looking for.

Proposal Form 2 – All Non-Uniformed Services – Network and Desktop Support
Proposal Form 4 – General Project Based Proposals

The forms supplied by the RFP are included with this document.

Proposal Form 2 – All Non-Uniformed Services – Network and Desktop Support

The proposal recurring monthly costs are inclusive of all aspects presented in the Technical Requirements including 8 hours per week on site support, 4-8 hours on site server maintenance per month, desktop, server, and network proactive monitoring, Help Desk and server remote support, issue resolution for all TOWO equipment listed in Non-Uniformed section, coordination of issue resolution for third party hardware and software, licensing use of ticketing system, reports, and web portal, access to remote control software for TOWO IT use, periodic on site management review meetings, and 2-4 hours additional consulting hours per month to be used at discretion of TOWO.

Price incentives for 5 year agreement include reduced once per year increases to less than 5% for recurring and 10% reduction for hourly rate for project based work.

Proposal Form 4 – General Project Based Proposals

This proposal states the hourly rate for project related work if MCG, Inc. is not selected as the vendor to supply services for Proposal Form 2. It therefore only shows rates per hour.

MCG, Inc. is amenable to discussing project based work on a fixed fee basis.

**Response To RFP For Network Managed Services
The Township of West Orange**

WJH
5/26/2022

Handwritten initials

PROPOSAL 2

Price Proposal Form – All Non-Uniformed Services Proposal – Network and Desktop Support

Proposer Name: MCG, Inc.

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
				Discounts for Additional years	
Recurring Monthly Fees:	<u>\$4400</u>	<u>\$4500</u>	<u>\$4600</u>	<u>\$4600</u>	<u>\$4600</u>
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software	_____	_____	_____	_____	_____
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	<u>\$160/hr.</u>	<u>\$160/hr.</u>	<u>\$165/hr</u>	<u>\$165/hr</u>	<u>\$165/hr</u>

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

Kenneth Goldberg Firm Signature
Kenneth Goldberg Title President Address By (please print)
53 West 36th St. Apt 404 NY, NY 10018 City, State, Zip
(212) 244 - 8985 Telephone Number 05/26/2022 Date

Handwritten signature
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5/26/2022

NOT BIDDING

PROPOSAL 3

Price Proposal Form - All Police/Fire services, All Non-Uniformed Services, specific project based proposals and general services

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
				Discounts for Additional years	
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
New hardware or software					
Required: (list individual items)	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

Firm Signature

Title _____ Address By (please print)

City, State, Zip
(____) _____ - _____ Telephone Number _____ / ____ / _____ Date



PROPOSAL 4

Price Proposal Form – General Project Based Proposals

Proposer Name: MCG, Inc.

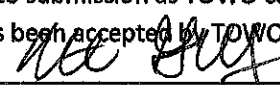
Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

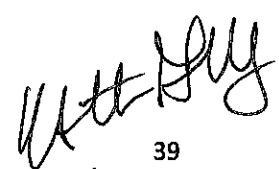
	2022	2023	2024	2025	2026
	Discounts for Additional years				
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	<u>\$170/hr.</u>	<u>\$170/hr.</u>	<u>\$175/hr</u>	<u>\$175/hr</u>	<u>\$175/hr.</u>

Description of pricing calculations:

Pricing for project based work - please describe Information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

 Firm Signature
Kenneth Goldberg Title President Address By (please print)
53 West 36th St, Suite 404 NY, NY 10018 City, State, Zip
(212) 244-8985 Telephone Number 05 126/2022 Date


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5/26/2022

Handwritten signature

NOT NEEDED

PROPOSAL 1-A (ALTERNATE)

Price Proposal Form – To be determined by Vendor

Proposer Name: _____

Please provide pricing for the costs identified below. Ensure that all costs are reflected including "implied" or non-explicit costs. Use a table format, such as the below example, reflecting each of the services against implementation cost, the cost of ongoing services and any additional cost.

	2022	2023	2024	2025	2026
				Discounts for Additional years	
Recurring Monthly Fees:	_____	_____	_____	_____	_____
One Time or Start Up Costs	_____	_____	_____	_____	_____
Hourly Rates for Project Based Proposal	_____	_____	_____	_____	_____

Description of pricing calculations:

Pricing for project based work - please describe information on any pricing incentives for longer term contracts: _____

Ensure all governmental discounts are included in all prices quoted. By signing below, Proposer certifies that he has read, understands and will faithfully execute the terms and conditions stated herein. The signer also certifies that he/she is an officer or duly authorized agent of the firm with full power and authority to submit binding offers for the goods or services as specified. Vendors are cautioned to verify their proposals prior to submission as TOWO cannot be responsible for Proposer's errors or omissions. Any proposal that has been accepted by TOWO may not be withdrawn by the vendor.

_____ Firm Signature
_____ Title _____ Address By (please print)
_____ City, State, Zip
() _____ Telephone Number _____ / / _____ Date

Vendor Qualifications to Support Technologies Currently in Use: please respond yes or no to each of the following:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is Microsoft Certified Partner, Silver or Gold Yes/ No
- Please indicate whether Vendor is a Microsoft Certified Systems Engineer MCITP- YES
- Enterprise Admin on staff full time Yes/ No
- Please indicate whether Vendor is Dell SonicWALL Partner with a CSSA on staff Yes/ No
- Please indicate whether Vendor is Dell EqualLogic Certified Partner Yes/ No
- Please indicate whether Vendor is VMware Enterprise Partner V5.x with a VCP on staff Yes/ No
- Please indicate whether Vendor is Datto Certified partner Yes/ No
- Please indicate whether Vendor is a minimum of 6, W2 employees to ensure support coverage Yes / No
- Vendor will supply a minimum of 3 government references where they are currently performing similar services. Yes / No
- Vendor's headquarters and support staff are located in New Jersey. Yes / No
- All work will be performed by vendor's full time employees - not sub-contractors Yes/ No
- Vendor has been in business for at least 10 years Yes/ No
- Vendor has never declared Bankruptcy ~~Yes/ No~~ NEVER
- Vendor has a system in place to provide the City with periodic detailed audit reports of all time billed with dates, time spent and issues addressed. The City may request these audit reports at any time. Yes/ No

Uniformed Network

Not bidding MS

- Has Vendor Installed/Upgraded/Maintained any systems in the last 3 years in accordance with the CJIS security policy? Yes / No

- Has vendor ever conducted IT Security Audit with the FBI's CJIS Unit? Yes / No
- Is vendor willing to provide signed/executed Security Addendum Certificate? Yes / No
- Is vendor willing to have all personnel subject to background checks? Yes / No
- Please indicate whether Vendor is Symantec Certified Partner Silver or Gold Yes / No
- Please indicate whether Vendor is VERITAS Certified Partner Yes / No
- Please indicate whether Vendor is certified Veeam partner Yes / No

Vendor will be required to have the following technical qualifications:

Uniformed & Non-Uniformed Networks

- Please indicate whether Vendor is certified or has 3 years' experience supporting the following and have current references using these products:
- Microsoft Windows 2003/2008 R2/2012 R2 Yes / No
- Configuring of Domain Controllers Yes / No
- Streamline Active Directory with proper rights and permissions. Yes / No
- Microsoft Exchange 2010/2013 Yes / No
- Microsoft Outlook Web Access Yes / No
- Microsoft Terminal Services Yes / No
- Dell Servers Yes / No
- Dell Tape Libraries Yes / No
- Dell EqualLogics SAN devices Yes / No
- Dell SonicWALL Firewall Configurations Yes / No
- Dell SonicWALL ViewPoint/Analyzer software Yes / No
- Dell SonicWALL Site to Site VPN tunnels and VPN client access Yes / No
- Dell SonicPoint Wireless Solutions Yes / No
- Dell web managed switches Yes / No

- VMware vSphere 5.x Virtualization software Yes / No

Uniformed Network

- Veeam Replication/Backup software Yes / No
- Configuring Symantec End Point Security Software Yes/No
- Configuring Symantec Backup Exec and agents for Disaster Recovery, Open Files and Exchange, Symantec Backup Exec System Recovery Yes / No

Vendor will be required to provide credentials and certifications for above upon request. Yes / No

Vendor will be required to perform the following duties:

- Provide a mid-level technician on location 8 hours/week to support local desktops and services Yes / No
- Have remote desktop and monitoring software on all desktops and servers and monitor 24/7 Yes / No
- Provide the name of the monitoring software and services it monitors Yes / No *Secto RMM*
- Perform monthly server maintenance Yes / No

MCG, Inc.

Employee	Certification	Certification	Certification	Certification	Certification	Certification	Certification
Peter Beierle	Dell Blade Server Solutions - Technical v3 0613 DBSSTT0409WBTT	Power Edge VRTX Technical v4 0914 VRTXT0613WBTT	Dell PowerEdge Server Solutions - Technical DPES0909WBTT	RSA SecurID Installation, Configuration and Administration	Datto Certified Advanced Technician (DCAT) in Datto Continuity	Technical Specialist 2 - Equivalency to DCDS Certificate	Sophos Central Engineer Certification
Joe Pullara	Sophos Cloud - Certified Engineer	Sophos Fundamentals - Certified Engineer	CompTIA A+ Power Edge VRTX Technical v4 0914 VRTXT0613WBTT	Datto Tech Specialist Datto Deployment Specialist	Webroot Certification Huntress Certification	Teramind Specialist SonicWall Firewall Certified	Dell Server Specialist
Richard Tirado	VMWare vSphere: Fast Track [V5.5]	Dell Blade Server Solutions - Technical v3 0613 DBSSTT0409WBTT	Datto Certified Practitioner in RMM	Datto Certified Practitioner in Datto Continuity for Microsoft Azure	Datto Certified Practitioner in SaaS Protection	Datto Certified Deployment Specialist in Datto RMM	
Joseph Larrosa	CompTIA A+ Datto Certified Deployment Specialist in RMM		Datto Certified Practitioner in Autotask PSA				
Quaid Pollonais							
Madeline Marte	CompTIA A+	Apple ACMT	Datto RMM Deployment Specialist	Autotask PSA Practitioner			

MCG Inc.



MCG, Inc.

Employee Name	Start Date	Title
Peter Beierle	12/8/99	Sr. Network Engineer
Joe Pullara	8/8/11	Network Engineer
Richard Tirado	12/8/10	Sr. Network Engineer
Joseph Larrosa	2/12/18	Help Desk/Escalation Manager
Quaid Pollonais	3/8/21	Help Desk Technician
Madeline Marte	9/10/18	Help Desk Technician