

COUNCIL OF THE BOROUGH OF PROSPECT PARK
PASSAIC COUNTY, NEW JERSEY

RESOLUTION NO. 2021-58

TITLE: RESOLUTION AUTHORIZING THE AWARD OF A NON-FAIR AND OPEN CONTRACT FOR QUIKTEKS

WHEREAS, the Borough of Prospect Park has a need to acquire Information Technology Management Services as a non-fair and open contract pursuant to the provisions of N.J.S.A. 19:44A-20.4 and or 20.5; and

WHEREAS, the Qualified Purchasing Agent and Borough Administrator has determined and certified in writing that the value of the acquisition will exceed \$17,500; and

WHEREAS, the anticipated term of this contract is one-year; and

WHEREAS, Quikteks has submitted a proposal on March 18, 2021 indicating they will provide the Information Technology Management Services for the one-year contract price of \$ 18,000.00; and

WHEREAS, Quikteks has completed and submitted a Business Entity Disclosure Certification which certifies that Quikteks has not made any reportable contributions to a political or candidate committee in the Borough of Prospect Park in the previous one year, and that the contract will prohibit Quikteks from making any reportable contributions through the term of the contract; and

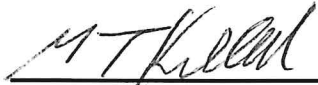
WHEREAS, The Chief Financial Officer has certified funds in the 2021 Current Fund Budget under account number 1-01-101-211 pursuant to N.J.A.C. 5:30-5.4;


NOW, THEREFORE, BE IT RESOLVED that the Mayor and Council of the Borough of Prospect Park authorizes the Borough Administrator to enter into a contract with Quikteks as described herein; and

BE IT FURTHER RESOLVED that the Business Disclosure Entity Certification and the Determination of Value be placed on file with this resolution.

I hereby certify that this resolution, consisting of 1 page(s), was adopted at a Special Meeting of the Borough Council of the Borough of Prospect Park, held this 22nd day of March, 2021.

	Moved	Second	Ayes	Nays	Abstain	Absent
Ortiz			✓			
Artis			✓			
Hussain		✓	✓			
Matari	✓		✓			
Perez			✓			
Shah		✓	✓			


Mohamed T. Khairullah
Mayor

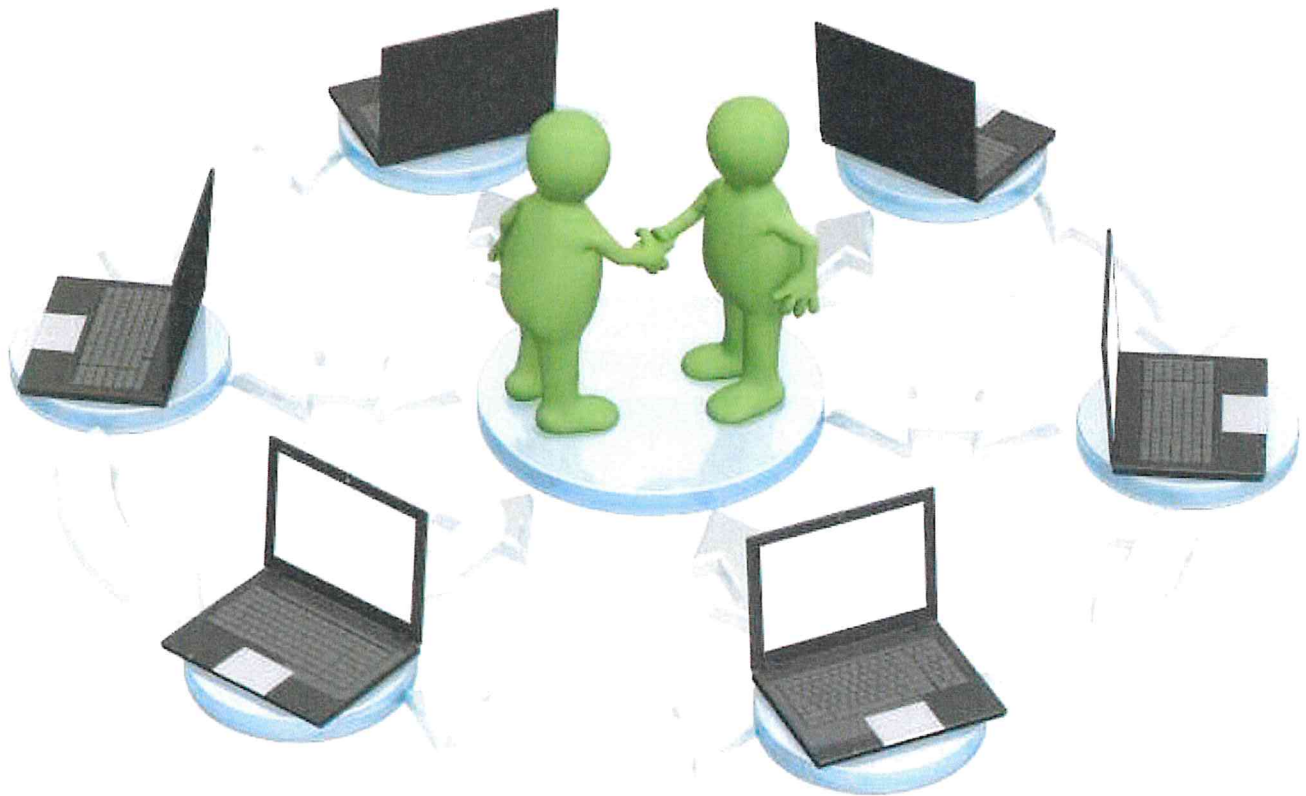

Erin Delaney, MPA, RMC
Municipal Clerk

We have prepared a quote for you

Government IT Management Proposal

Quote #004728

Version 3



Prospect Park Borough

Thursday, March 18, 2021

Prospect Park Borough
Intashan Chowdhury
106 Brown Ave
Prospect Park, NJ 07508
chowdhuryi@prospectpark.net

Dear Intashan,

Quikteks is pleased to present this proposal for computer support services to Prospect Park Borough for the year 2021. Quikteks has worked with over 50 New Jersey Municipal Agencies and has the experience necessary to facilitate the specialized IT needs of the Borough and Police Department. Below are some client references:

Borough of Lincoln Park- **Perry Mayers**- 973-694-6100

Pequannock Township -**Adam Brewer** - 973-835-5700

Chester Township Police- **Chief Tom Williver**- 908-879-5100

On behalf of the Quikteks' Management and Staff, we look forward to growing our relationship with you and Prospect Park Borough; please contact us if additional information is required.



Nick Tammaro
Vice President
Quikteks

About Quikteks

Quikteks has been serving the NY Metro Area since 2002, providing IT Support such as Managed Services, Staff Augmentation, and consulting to NJ Municipalities and Police Departments. It's always been our goal to provide enterprise-level IT practices and solutions to the local government sector, at a fraction of the cost. Our decades of experience has allowed us to build and develop the infrastructure needed to keep our prices affordable and our clients up and running.

We partner with many organizations in the area, and strive to eliminate IT issues before they cause expensive and disruptive downtime. Our dedicated staff loves seeing our clients succeed. Your success is our success, and as you grow, we grow..

Quikteks values its partnerships with global leaders in technology such as Microsoft, VMware, Dell, McAfee, Veeam, Cisco and Sonicwall. Quikteks Engineers have passed the highest level of certifications from these technology leaders and have demonstrated the most robust, efficient and scalable implementations of technologies in exhibited customer deployments. Quikteks' Engineers have the knowledge, skills, and commitment to help implement technology solutions that match your exact business needs.

Quikteks has been awarded a position on the Inc. 5000 list!

The Inc. 5000 Award recognizes America's fastest-rising private companies that demonstrate the best service, strategy and innovation, as measured by growth. Quikteks has met and surpassed these requirements by expanding its services to local businesses, growing its employee roster by nearly 30%, and increasing gross revenues in the last three years. Quikteks is known for hiring the best in-house talent in each of the IT disciplines it serves, which has been critical to the overall excellence in customer support, as well as the success of their clients.

Recommendations

1. **Adding a VCIO-** You will be assigned a Virtual Chief Information Officer. Your VCIO is dedicated to providing recommendations for infrastructure improvement. The VCIO is a trusted advisor to help create a technology budget and also review the business impact on your technology decisions.
2. **Helpdesk Services-** All employees will have access to the Quikteks helpdesk from 8:00am to 5:30pm Monday-Friday. 24/7 support will be available for emergency calls from the Police Department.
3. **Centralize Services-** Our centralized services include network monitoring which constantly checks application uptime, internet connectivity, disk space and backup status (among other services). Constant monitoring allows Quikteks staff to react to problems before they cause interruptions in service.
4. **Establish a Ticketing System-** IT ticketing is key for transitioning from a reactive environment to a proactive one.
5. **Implementation of a Reporting System-** Create a system which reports on network health, employee utilization, and inventory are available on demand.
6. **Network Documentation-** Documentation is an extremely important piece to the Quikteks Managed Services Program. A complete audit is conducted to document all hardware, software and licenses to better organize and manage the network. A Network Diagram is constructed to map your infrastructure and is constantly updated to help facilitate growth.
7. **Proactive Maintenance-** Our methodology is to prevent issues, keeping downtime to a minimum and optimizing your employee productivity. Many overburdened IT staffs fail to achieve this goal. Quikteks proven methods allow us to be truly proactive and stay out in front of potential problems.
8. **Portal Access for Management-** Department Supervisors will have access to a portal to view open and closed tickets, run reports and analytics, and view system audit configurations.

Managed Services

The Borough's operations relies highly on its IT infrastructure. **Quikteks** delivers proactive services that not only keep your network up and running, but running effectively and efficiently.

Quikteks complete "Managed Services" package means that you will see increased performance, security, and reliability– immediately, and at an affordable price.

1. Quick Response

- **Quikteks** will monitor what issues are affecting your network, and will respond before they become critical – such as a server running low on memory or hard drive space.
- Automatic alert dispatch to **Quikteks** guarantees a quick response to problems at your site

2. Graphical Performance Reporting

- Scheduled executive reporting, generated and sent directly to your e-mail address detailing the overall health of your network
- Easy-to-understand reports with "un/acceptable threshold" lines
- Makes capacity management and upgrade planning simple

4. Remote Management and Communication

- **Quikteks** can minimize disruptions to the work environment by remotely resolving issues using a secure remote access system
- If an issue arises that requires on-site assistance, prior in-depth knowledge allows us to send fully prepared specialists who can resolve the issue faster than ever before
- Network monitoring alerts the **Quikteks** Staff of Technology issues as they arise, in many cases allowing Quikteks to act before they affect employee production.
- Very low bandwidth requirements– does not slow down your network

Key Benefits

1. **Blanket security Protection includes anti-virus, Anti-malware, and web filtering. No software to purchase or maintain (optional)**
2. **Significant decrease in downtime**
3. **Improved network and hardware performance**
4. **Fewer 'growing pains' via network capacity management**
5. **Lower costs and increased efficiency via resource reallocation**
6. **Protection against security breaches**
7. **A second set of eyes for your IT Staff**
8. **Increased employee productivity by automating routine administrative functions**
9. **Visits from Quikteks shifts from fixing problems to cooperatively managing your networks growth**
10. **Maximize the life of existing hardware and minimize expenses by allocating existing resources to where they are needed most.**


Customer:


Prospect Park Borough
 Intashan Chowdhury
 106 Brown Ave
 Prospect Park, NJ 07508
 chowdhuryi@prospectpark.net

Quikteks Rep:

Nick Tammaro
 Vice President
 973-882-4644 x201
 ntammaro@quikteks.com



Managed Service Monthly Fee- Borough		Recurring	Price	Qty	Extended
	Monthly Silver Package- Equipment and Applications Supported <ul style="list-style-type: none"> • Servers • UPS • Security • Email • Backup • Switches/ routers • Workstations Included in service for supported equipment and applications: <ul style="list-style-type: none"> • Onsite support • Phone support • Remote support • Email support • Real Time Remote Monitoring • Patch management • Proactive maintenance • Anti-virus protection management • Anti-Malware protection management. • Spam and Virus protection • Monthly reporting • Consulting Not included in the service is project work (i.e. server upgrades) which would be a pre-negotiated flat rate.	\$700.00	\$700.00	1	\$700.00
	Managed Service Monthly Fee- Borough Recurring Subtotal				\$700.00
Managed Service Monthly Fee- Borough Subtotal					\$700.00

Managed Service Monthly Fee- Police		Recurring	Price	Qty	Extended
	Monthly Silver Package- Equipment and Applications Supported <ul style="list-style-type: none"> • Servers • UPS • Security • Email • Backup • Switches/ routers • Workstations Included in service for supported equipment and applications: <ul style="list-style-type: none"> • Onsite support • Phone support • Remote support • Email support • Real Time Remote Monitoring • Patch management • Proactive maintenance • Anti-virus protection management • Anti-Malware protection management. • Spam and Virus protection • Monthly reporting • Consulting Not included in the service is project work (i.e. server upgrades) which would be a pre-negotiated flat rate.	\$800.00	\$800.00	1	\$800.00
Managed Service Monthly Fee- Police Recurring Subtotal					\$800.00
Managed Service Monthly Fee- Police Subtotal					\$800.00


Recap

Managed Service Monthly Fee- Borough	\$700.00
Managed Service Monthly Fee- Police	\$800.00
Subtotal	\$1,500.00
Total	\$1,500.00

Recurring Expenses		Amount
Managed Service Monthly Fee- Borough		\$700.00
Managed Service Monthly Fee- Police		\$800.00
Recurring Expenses		\$1,500.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.


Signature


Date