



## **Request for Information Telecommunications Technology Services**

**Issued: September 21, 2022  
Information Due: October 19, 2022**

### **Description**

The Town of Rolesville, North Carolina is a municipality of about 10,000 residents located in northeastern Wake County. The Town is seeking information from local vendors in the telecommunications industry.

### **Background**

The Town is seeking to identify a telecommunications services provider to assist with on-going needs at Town facilities, including consultation, installation, and maintenance of telephone and security systems at multiple Town facilities. Our primary interest is to develop an on-going relationship with a professional, reliable partner who has the capacity to meet our growing needs and respond to service issues.

Potential projects over the next 18 months include:

- Conduct needs assessment and replace/upgrade the on-premise telephone system for Town facilities
- Standardize software and programming for existing key fob hardware
- Additional security cameras in select locations, both exterior and interior
- Expansion of selected phone and security systems to a new Public Works Facility

Current Town facilities include:

- Town Hall: 502 Southtown Circle, Rolesville
- Police Department: 204 Southtown Circle, Rolesville
- Public Works: 406 E Young Street, Rolesville (future facility at 805 E Young Street)
- Multiple Park Sites: 121 Redford Place Drive, 200 South Main Street, 425 Nature Park Drive

### **Submission**

Responses are requested by October 20, 2022 and may be submitted via email, in person, or mail to:

Tammy Croom, Accounting Technician  
Town of Rolesville  
PO Box 250  
Rolesville, NC 27571  
tammy.croom@rolesville.nc.gov

### **Company Information**

Suggested information to include:

- Name, title, email address, and telephone number of a contact person.
- Background of the company and relevant experience.
- Brochure or summary of services offered.
- Standard response times for service issues.
- Current pricing for hourly labor.
- List of security system software company partners.
- References from other local clients.