Request for Proposal
Information Technology Services

Issued: September 21, 2022
Proposals 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 soliciting proposals from qualified professional vendors for Information Technology support services.

Background

The Town is seeking an Information Technology firm to help ensure modern, secure, cost-efficient, and dependable technology platforms for providing local government services to the public.

Professional IT services are needed to provide consultation, make recommendations, monitor IT systems, and troubleshoot service issues. The organization currently has no dedicated IT professionals on staff. The workload is not sufficient to justify a permanent position, but the organization's needs are significant enough to require a sustained investment of time by IT professionals at irregular intervals.

The Town currently has three primary work locations. See the Appendix for more details regarding site specifics.
- Town Hall: 502 Southtown Circle, Rolesville NC
- Police Department: 204 Southtown Circle, Rolesville NC
- Public Works: 406 E Young Street, Rolesville NC (future facility at 805 E Young Street)

Microsoft Exchange and M365 subscription services are provided to the Town through the State of North Carolina Department of Information Technology. The organization is not currently considering any changes to that arrangement.

Scope of Services

The Town's Information Technology needs can be summarized into five general areas. The successful vendor will be able to provide the Town with the following services.

1. Network Monitoring
- Cybersecurity services 24/7/365. Ensure that systems and data are scanned and monitored through appropriate software and hardware devices. Provide services and methods that will help to prevent system intrusion.
- Provide regular security awareness training for organization staff. To include phishing campaigns or other testing methods.
- Make annual assessment of all IT systems, procedures, and assets and provide recommendations for needed improvements.
- Assist with disaster recovery in the event of security breach or natural disaster.
- Ensure that data backups occur as scheduled and periodically test the validity of existing backups.

2. Help Desk and On-Site Support
- Provide help desk support 24 hours per day, 7 days a week, all year long. Due to the nature of public safety services, this ability is essential.
- Respond within a 30-minute time frame when critical systems are down.
- Provide occasional on-site response, especially for critical systems. Vendor must have staff physically located within a 45-minute drive of Town work sites.
- Connect to user workstations via remote support for issue resolution.

- Coordinate with outside vendors and government agencies on systems that interact with the Town network: e.g. law enforcement systems, copiers, phone system, PEG channel broadcasts, exterior signage, security systems, etc.
- Online ticket resolution system to view and monitor outstanding user issues and projects.
- Prefer ability to have staff on-site on a monthly or bi-monthly basis to handle small issues and establish good working relationships.

3. Workstation Deployment
- Establish hardware standards for workstations and provide price quotes that are compatible with State of NC contract pricing.
- Receive workstation hardware and provide complete and accurate workstation configurations based upon the needs of each user department. This is particularly important for public safety workstations since they must connect to a wide variety of secured government systems.
- Work with software vendors and government agencies to complete the required installations.

4. Project Support and Implementation
- Acquire the hardware and professional services required to maintain and deploy infrastructure upgrades and replacements.
- Scope projects and complete them in a timely manner in coordination with other vendors and government agencies.
- Some samples of projects might include:
    - Replace onsite server, firewall, or switch at end of life
    - Manage installation of new technology in conference rooms and ensure connection to the network
    - Coordinate with an audio/visual vendor to create a secure sub-network for a public meeting room

5. General Needs
- Criminal Justice Information Services (CJIS) certifications are required for anyone who will work on Police Department systems, including infrastructure, workstations, software, and data.
- Regular reporting on key performance indicators such as asset usage, ticket resolution, etc.
- A physical staff presence in the local area is essential.
- Prefer small team of IT professionals who will be dedicated to supporting the Town organization. Due to the varied nature of the public services provided and specialized software that is used, the Town's needs are complex. Regular contact with a small group of trusted individuals is preferred. We recognize that those main contacts may need to refer to others within the vendor's organization for certain expertise, but our regular day-to-day needs should be met by individuals with whom we can develop a working relationship.

Proposal
Submitted proposals should contain the information outlined below:
- Letter of Intent to include:
    - Signature of an officer of the company authorized to bind the vendor to the proposal.
    - Name, title, email address, and telephone number of the proposal contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
- Background of the company and relevant experience.
- Written description of how the company can meet the scope of services outlined above.
- Implementation plan which includes transition from current vendor, methodology for assessment of current systems, training for Town staff on new help desk procedures, and description of the ongoing support offered.
- References of other local government clients receiving similar services.
- Pricing which specifies any one-time costs as well as ongoing costs.

Timeline & Submission

Date of advertisement: September 21, 2022
Proposal due date: October 19, 2022

Responses may be submitted by mail, in person, or via email to:

> Tammy Croom, Accounting Technician
> Town of Rolesville
> PO Box 250
> 502 Southtown Circle
> Rolesville, NC 27571
> tammy.croom@rolesville.nc.gov

Proposals should be valid for no less than 120 days.

Selection Process

Proposals will be evaluated based on:
1. Ability to meet the identified scope of services
2. Willingness to provide on-site support when required
3. Cost of services
4. Identification of a primary response team
5. Performance history per references
6. Experience providing similar services in the government sector
7. Ability to communicate technical information to non-technical end users, as demonstrated by the entirety of the submitted proposal

A multi-department team will review all proposals. The top-ranking vendors may be requested to participate in an oral interview and presentation.

General Requirements

This solicitation and any subsequent contract shall be awarded consistent with and governed by the laws, regulations, and executive orders of the federal government, the State of North Carolina, and the Town of Rolesville.

Proposals submitted shall not be subject to public inspection until a contract is awarded.

The Town reserves the right to reject bids for sound documented reasons and to waive any informalities as may be permitted by law.

The Town reserves the right to request oral interviews, request a demonstration of equipment performance, and/or request additional information from any or all vendors.

The Town reserves the right to award a contract based on responses received without further discussion or negotiation.

All responses shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contact person, telephone number, fax number, and address shall be included.

This RFP does not commit the Town to pay any cost incurred in the submission of a proposal, or in making necessary studies or designs for the preparation thereof.

Appendix

TOWN HALL, 502 SOUTHTOWN CIRCLE

HARDWARE

- One physical server operating on Windows Server 2012, replacement project underway
- Town Hall and Police Department are connected via VPN. There are also several other items of hardware including a UPS battery backup, firewall, wireless controller with 4 access points, and switch.
- 34 workstations
- Two standard printers on the network, and a few local printers
- On-site devices managed by other vendors:
  - Tricaster system and cameras (East Wake Television)
  - Sound system and video display system (AV vendor)
  - City of Raleigh-owned workstation with VPN to Raleigh (City of Raleigh)
  - Electronic roadside sign (Impact Signs)
  - Two leased multi-function copy/print/scan/fax devices (Ricoh)
  - Large format plotter (Duncan-Parnell)
  - NEC SV8100 Telephone System (Telecommunications vendor)
  - Security systems – cameras and access (Telecommunications vendor)

SOFTWARE / APPLICATIONS

- Microsoft Exchange and M365 licenses (State of NC DIT)
- Adobe Acrobat Pro licenses (Adobe)
- Web-based public notification system (EverBridge)
- Town website (VC3)
- Financial software SaaS (Tyler Technologies)
- GIS licenses (ESRI)
- Web-based connection to Energov permitting system (Wake County Community Services)
- Web-based connection to water/sewer permitting system (City of Raleigh)
- Web-based application for recreation registration and programming (CivicRec)
- Web-based application for managing athletic programming (Team Sideline)
- Web-based time entry / timeclock (HomeBase)

POLICE DEPARTMENT, 204 SOUTHTOWN CIRCLE

HARDWARE

- One physical server operating on Windows Server 2019
- Town Hall and Police Department are connected via VPN. There are also several other items of hardware including a UPS battery backup, firewall, wireless controller with 3 access points, and switch.
- Town Hall and Police Department are connected via VPN
- 35 workstations
- 1 local printer and 20 thermal printers in police vehicles
- On-site devices managed by other vendors:
  - One leased multi-function copy/print/scan/fax device (Ricoh)
  - Security systems – cameras and access (Telecommunications vendor)
  - In-car cameras and body-worn cameras (Digital-Ally, Motorola)

SOFTWARE / APPLICATIONS

- Computer Aided Dispatch (CAD) System (Raleigh-Wake Emergency Communications Center)
- Records Management System (Wake County Sheriff's Office)
- DCI Terminal
- Sunguard OSSI
- Digital document software (PowerDMS)
- LeadsOnline
- eCrash software

PUBLIC WORKS, 406 EAST YOUNG STREET

- One wireless router
- 2 workstations
- Work underway to identify work order software – expected to be SaaS