Information Technology Services RFP

Response to Questions

The last date for submitted questions for the
Information Technology Services RFP is **Wednesday, October 5**.

Final response to questions will be posted at
https://www.rolesvillenc.gov/finance/bid-opportunities
by 5pm Thursday, October 6.
Direct questions to amy.stevens@rolesville.nc.gov and tammy.croom@rolesville.nc.gov.

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1. **What is the length of the contract?**

   We anticipate a three-year term contract.

2. **Can work be performed remotely in full?**

   No, occasional on-site staff presence is critical, and is one of the criteria for proposal evaluation.

3. **If we are not in North Carolina, Can we still go for a bid?**

   Yes, see answer above.

4. **Would you consider dropping the requirement for CJIS, or allowing for it to be optional?**

   CJIS certification is required under Federal Bureau of Investigation (FBI) standards and is not optional. While not required for all employees, the vendor must provide an adequate number of certified staff to meet Town needs.

5. **Please explain the Town's current backup strategy and vendors used for this function?**

   Daily on-site and cloud backups occur for both servers, using the services of one 3rd party provider.

6. **The devices managed by other vendors - are current support contracts and engagement procedures in place?**

   For the most part, yes.

7. **What is the count/make/model of all hardware and equipment in scope of this RFP? What is the license type/make/version and support contract type of all in scope software of this RFP?**

   See the Appendix in the RFP for details we are prepared to share at this time.

8. **What is the current ISP type/speed/number?**

   The Town has redundant ISP providers – both Ting and Spectrum provide connection to the internet.

9. **On each of your 2 servers, what is the data volume utilization; i.e. what is the disk size and how much is being used?**

    Both servers provide about 2 TB of data storage. The Town Hall server is approximately 50% used. The Police Department server was recently replaced and was sized to meet future needs.

10. **What is the customer's current cloud strategy or presence?**

    As noted in the Appendix, many software applications are cloud-based. We do not have an articulated cloud strategy.

11. **What is the budget for this?**

    The Town spends about $315,000 annually on IT services, including software licensing and other contracts. This contract would be a portion of that amount. Annual expenditures vary, based on project needs.

12. **Who is the incumbent?**

    Logically

13. **What is the current ticketing system for the town?**

    Provided by the incumbent vendor.