



TOWN OF WAYNESVILLE, NORTH CAROLINA

REQUEST FOR PROPOSAL:

Information Technology Services

Issue Date: September 17, 2018

Proposals Due: October 19, 2018 at 2:00 pm

Table of Contents

1.	Purpose	2
2.	General Bidding Requirements	3
3.	Background Information	5
4.	Scope of Services	7
5.	Proposal Format.....	10
6.	Selection Process	12

1. PURPOSE

The Town of Waynesville is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the Town to:

1. Significantly improve information technology (IT) effectiveness in all areas;
2. Enhance its quality of service to all of its employees, and ultimately the citizens;
3. Minimize downtime and technical support costs;
4. Ensure security of data and compliance with NC Records Retention requirements; and
5. Maximize return on investment in IT hardware and software.

Vendors are encouraged to provide as much detail as possible in this proposal regarding their capability and expertise, scope of services, and approach to protecting and securing the technology used by Town users. This RFP requests specific information and in responding, vendors are encouraged to provide any additional information they believe is relevant.

Preliminary Timeline

Task	Date	Time
Issue RFP	September 17, 2018	n/a
Deadline for questions	October 5, 2018	2:00 p.m.
Questions/addendum issued	October 12, 2018	5:00 p.m.
Responses due	October 19, 2018	2:00 p.m.
Proposal evaluation	October 22 – November 2, 2018	n/a
Vendor presentations (if necessary)	November 5 – 9, 2018	TBD
Present for award	November 13, 2018	6:30 p.m.
Contract effective date	February 1, 2019**	TBD

*The award date is subject to change at the discretion of the Town.

**The effective date of the contract is tentative, and is dependent upon the length of time required for contract negotiation.

2. GENERAL BIDDING REQUIREMENTS

1. This solicitation is for the purchase of information technology goods and services and shall be awarded per North Carolina General Statute 143-129.8. The contract shall be awarded to the vendor that submits the best overall proposal.
2. **Proposals submitted shall not be subject to public inspection until a contract is awarded.** Proposals will be received by the Town at the time and place so stated in this document. At that point, the Town will close the receipt of proposals and begin the evaluation process.
3. Respondents are asked to not contact any town staff or elected official in reference to the process. As information becomes available and is relevant for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.
4. Vendors must specifically identify portions, if any, of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the Town of Waynesville should not, upon request, disclose such materials.
5. All questions concerning this Request for Proposal are to be submitted in writing to Amie Owens, Assistant Town Manager, no later than **2:00 p.m. on October 5, 2018**. Responses will be issued in written form no later than 5:00 p.m. on October 12, 2018 via email. Questions may be submitted via email to aowens@waynesvillenc.gov.
6. The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law. The Town reserves the right to request oral interviews or request additional written information from any or all vendors. The Town also reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any presentation or discussion.
7. Proposals may be submitted electronically or as hardcopies.
 - a. **If hardcopy:** Three (3) copies of the full proposal and all supporting documentation as required in this RFP must be submitted in a sealed envelope, addressed to:

Town of Waynesville
Attn: Amie Owens, Assistant Town Manager
IT Services Response Enclosed
P.O. Box 100
Waynesville, NC 28786

Address for FedEx/UPS delivery is 16 South Main Street, Waynesville, NC 28786.
 - b. **If electronic:**
 - i. Via email to aowens@waynesvillenc.gov. The subject line should clearly indicate that the email contains a response to this RFP.
 - ii. Proposals may also be sent on a flash drive or CD to the mail address above.
 - iii. The Town is not responsible for messages that are not received by the deadline or electronic attachments that town staff is unable to open or access.

- 8. Proposals should be submitted no later than 2:00 p.m., Friday, October 19, 2018. Proposals will be opened by town staff and will not be made public until after award.**
9. This RFP and any contract resulting from shall be governed by and construed according to the laws of the State of North Carolina.
10. Successful bidder must be prepared to begin providing service on or before February 1, 2019.
11. Vendor warrants that his bid is genuine and not collusive nor sham and that he has not conspired nor agreed in any manner to fix any bid or any element of such bid price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.
12. Either party may cancel this contract by providing the other party a thirty (30) day written notice of cancellation.
13. All proposals 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.
14. The Town shall have the right to reject or accept any Proposal or offer, or any part thereof for any reason whatsoever, at its sole discretion.
15. The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of the Proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.
16. The Town reserves the right to terminate this RFP at any time prior to contract execution.
17. No prior, current, or post award verbal conversation or agreement(s) with any officer, agent, or employee of the Town shall affect or modify any terms or obligations of this RFP, or any contract resulting from this procurement.

3. BACKGROUND INFORMATION

The Town of Waynesville DOES NOT have an onsite IT Department and is currently using an outside vendor to provide maintenance and support for user issues and project planning and virtual assistance. The Waynesville Police Department receives additional support from the Haywood County IT Department for law-enforcement specific software and hardware. This relationship will continue, but close coordination with Haywood County will be required as much of the Police Department’s technology needs will be integrated into the overall organizational support and planning initiatives.

Currently the planning and implementation of technology-related projects is as centralized as possible, while allowing departments the ability to coordinate department-specific projects and plans in conjunction with the town’s overall IT plan.

A general IT Assessment/Inventory was conducted in summer of 2018, and the information in this section is primarily from this report.

Users

Full-time employees	184
Part-time employees	60
Governing Board	5

1. Connectivity

Network devices are a mixture of consumer and commercial products. The Town currently has seven different accounts with two different vendors for internet access – Spectrum and AT&T.

There is fiber optic connectivity between six facilities:

Municipal Building	16 S. Main St
Town Hall (includes Development Services, Police Department And Downtown Waynesville Association)	9 S. Main St
Public Services	129 Legion Dr.
Hazelwood Office (including Finance and Fire Station 2)	280 Georgia Ave.
Fire Station #1	1022 N. Main St.
Recreation Center	550 Vance St.

Three additional facilities utilize separate cable or DSL accounts for internet access:

Old Armory (Recreation Facility)	44 Boundary St
Water Treatment Plant	Rocky Branch Rd
Wastewater Treatment Plant	566 Walnut Trail

2. Domain

The Town of Waynesville has only one domain – waynesvillenc.gov.

There is a common email address scheme for all departments. Every full-time employee currently has a town email address with some individuals who are part time utilizing a common mailbox (i.e. interns or front desk at the Recreation Center). Having polled the existing employees it has been noted that not all employees wish to utilize email for communications and we would be reducing the number of emails to include only key personnel within the organization. This will still account for approximately 100 to 125 email addresses.

3. Servers

The Town currently has five (5) servers:

Location	Agent Name	Platform	Operating System	Agent OS Version	Purpose	Agent Windows Domain
Off Site Data Center	TOWBRANCH-REC	VMware Virtual Platform	Microsoft Windows Server 2008 R2 Standard x64	6.1.7601 Service Pack 1	Recreation Software	waynesvillenc.gov
Off Site Data Center	TOWNC-AD-01	VMware Virtual Platform	Microsoft Windows Server 2008 R2 Standard x64	6.1.7601 Service Pack 1	Base Infrastructure	DC:waynesvillenc.gov
Off Site Data Center	TOWNC-SQL-01	VMware Virtual Platform	Microsoft Windows Server 2008 R2 Standard x64	6.1.7601 Service Pack 1	Databases for Applications	waynesvillenc.gov
PD Server Room	TOWPD-AD-01	VMware Virtual Platform	Microsoft Windows Server 2008 R2 Standard x64	6.1.7601 Service Pack 1	Base Infrastructure	DC:waynesvillenc.gov
PD Server Room	TOWPD-APP-01	VMware Virtual Platform	Microsoft Windows Server 2008 R2 Standard x64	6.1.7601 Service Pack 1	Applications, Print Server	waynesvillenc.gov

The Town is moving to Microsoft Office 365 (G3) and eliminating an Exchange Server and this transition should be completed in November 2018.

4. Workstations

At the time of this RFP, the Town has approximately 140 workstations including the MDT for patrol vehicles. The operating system for the majority of workstations is Microsoft Windows 7 and some with Windows 8.1 and two (2) in police dispatch that are Windows 10.

5. Printers

The Town consolidated print services into ten (10) leased SHARP copy machines in 2017. Ten authorized laser printers remain within the organization. The SHARP copiers and remaining HP LaserJet printers are supplied and serviced by SHARP. The Planning Department has a plotter which is also covered by the SHARP support agreement.

There is software loaded on the server to monitor the copier usage and supplies in the different locations. Coordination with SHARP Business Solutions is required for this proposal.

6. Software

The software applications run/accessed by each department vary significantly, but the most critical include:

Microsoft Office 2010 or higher	Munis ver. 10.5 (hosted)
Windows Server 2008 R2 standard	ArcGIS for Desktop 10.x
Adobe Acrobat X Pro	RecTrac
Pontem Cemetery Management	PubWorks
Southern Software RMS	Digital Ally VuVault

4. SCOPE OF SERVICES

The successful vendor will provide the Town with all of the following services. The vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of the Town.

Vendor shall perform the Scope of Services as outlined in the RFP, which will be integrated into the final contract. The Scope of Services shall not be deemed to be all-inclusive and may be changed from time to time to meet the business needs of the Town.

1. Current System Assessment

Review/update inventory of all information technology related assets, assess system assets and make recommendations for improving the Town-wide IT system performance.

2. Help Desk and On-site Support

Manage, monitor and track all support related issues and provide monthly updates to the Town of significant support patterns or issues. Online ticket submission, commenting, and tracking must be provided. Historical support data should be available by user or issue type. Remote support and on-site support must be provided during business hours as requested. 24x7x365 support must be available for significant issues.

3. Desktop Support

Perform basic support functions including installing PCs, laptops, printers, and software; diagnosing and correcting desktop application problems, configuring laptops, tablets, and desktops (or equivalent) for standard applications and identifying and correcting hardware problems, performing advanced troubleshooting, Windows patching and updates, scheduled preventative maintenance and when requested by designated Town personnel, provide assistance with software and hardware purchases.

4. Support, Management & Monitoring of Servers and Infrastructure

Provide 24 X 7 X 365 monitoring and alerting, Windows patching and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. Ensure scheduled preventive maintenance for equipment is promptly performed; develop and test back-up and disaster recovery plans and procedural documentation. Set up new users and edit or remove existing users when requested; thus managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recover-ability, and reliability of the system. Install new servers, software and hardware and transfer data when acquired.

5. Support Services Response

Support personnel need to be available to meet all the needs associated with the parameters outlined in this request. In the event a problem needs to be escalated, a prescribed escalation process must be in place along with a time frame for resolving issues. Any service issue that needs to be escalated to the Town must be started promptly and must be completed within a time discussed between the vendor and the Town to the satisfaction and approval of the Town. Statistical measures and approaches for performance evaluation should be included. The proposal must include a detailed response time for each type of service issue.

6. After Hours and Emergency Services

Provide technical, communication, and IT support services in the event of emergency situations or outside of normal business hours, 24x7x365. The proposal should clearly outline how various levels of support are defined, and how the vendor handles a situation in which multiple customers are affected by the same emergency, whether it be geographic, technical, or something else.

7. Data and Security Management

Maintenance of virus detection programs on the Town servers, email and all other Town computers and/or laptops. Review and enhance the security of the Town's network and wireless devices. Perform security audits as requested and notify Town personnel immediately of suspected breaches of security or intrusion detection. Reduce amount of spam received by Town employees.

Provide a method to track and identify IT assets by location or user, and the characteristics of each device. Devices should be physically tagged to match their electronic record. This should be updated whenever a new device is added or removed.

Provide sample processes for the restoration of data in the event of natural or man-made disaster and describe the role that the Town would play in such restoration if it occurs at a vendor site and not within the Town's control.

8. Software/Third-Party Applications Services

Includes oversight, management and support of the Town's software; oversight, management and supervision of third party desktop, server, and web-based applications and act as the Town's representative when dealing with third party application support, as directed. Vendor will review invoices as requested for verification of services.

9. Communications (Desk Phones, Cellular Phones, Voicemail) Support

Prepare recommendations and provide management and coordination of the Town's communications system including but not limited to: desk phones, cellular phones, communications devices, voice mail systems, and authorized BYOD devices.

- a. The Town currently utilizes a third-party vendor for support of the Mitel telephone service. TSA Choice is the current vendor and coordination with this vendor is required for this proposal.
- b. Currently the Town issues a limited number of cell phones. The Town implemented a process for cell phone stipends in 2015 to allow for a Bring Your Own Device (BYOD). The selected vendor should have knowledge in administering and coordinating a BYOD plan and be able to provide advice on best practices as the plan is implemented, including securing devices that store town-data.

10. Strategic Planning and Budgeting

Provide technical and organizational leadership for technology issues. Make recommendations for future purchasing and technology needs for the organization and specific departments as needed and during the annual budget preparation process. The Town has a Purchasing Department, but requires assistance in prioritizing and maximizing the use of funds budgeted for technology improvements. Provide recommendations for potential savings in IT related matters. Coordinate all IT and Communication related support.

11. Website Design

The vendor should be able to create an updated website home page incorporating existing website and marketing materials and logos. The Town has existing Facebook presence and YouTube capabilities. The website platform should be easily modified by Town staff when adding information such as calendar or links or changing out graphics. There is no full time webmaster and changes will primarily be made in house.

12. Town's IT Liaison/Representative

The vendor should provide a primary point of contact within the company, recognizing that other vendor employees may work on specific issues or projects. The primary point of contact will act as the Town's liaison/representative for all IT related matters with other vendors and town departments under the scope of the Agreement. The vendor should be available for any meetings as directed by the Town Manager or their designee.

13. Hardware and Software

The vendor should include in the proposal whether hardware will be a one-time purchase by the Town or whether hardware will be leased, or any combination of purchase and lease. Also included should be a sample of any potential arrangements with finance companies with whom the vendor works directly for review by the Town Attorney.

All software licensing should remain under the Town of Waynesville as the owner with the vendor being responsible for necessary deployment of software to required computers. The vendor should be willing to assist with negotiating software purchases on behalf of the Town. Updating of third party applications is required as part of the scope of services.

5. PROPOSAL FORMAT

The proposal shall be organized as outlined below. Responses should be complete and unequivocal. In instances where a response is not required, or is not applicable or material to the Proposal, a response such as “no response is required” or “not applicable” is acceptable.

Fees and Costs should be submitted with the Proposal

1. Letter of Intent

The Letter of Intent is to be signed by an officer of the company authorized to bind the vendor to the proposal. It should also contain the following information:

- a. Company name, address, telephone number(s), and website.
- b. Name, title, email address, and telephone number of proposal contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
- c. Federal and State taxpayer identification numbers of the firm.
- d. A brief statement of your understanding of the services to be performed, and an understanding that the terms of this RFP will be incorporated in the final contract.
- e. The Letter of Intent is to contain a statement indicating the period during which the Proposal will remain valid. A period of not less than ninety (90) calendar days from the bid date is required.

2. Proposer’s Statement of Organization and Experience

A vendor must demonstrate considerable relevant experience (minimum of 5 years) with this type of work, and should emphasize their experience, technical qualifications, working knowledge of Information Technology Services, and capability of the particular principal and personnel who will actually be assigned to the Town.

A proposer must include a brief profile of the firm, including, at a minimum:

- a. Length of time in business.
- b. Length of time in providing proposed services.
- c. Number of clients.
- d. Number and List of local government and public sector clients, and scope of services provided to those clients.
- e. Number of full-time employees and area of involvement: Technical Support, Consulting, Sales Support, Administrative Support
- f. Location of office to serve the Town
- g. Relevant technical certifications and/or partnerships
- h. Resumes for all individuals employed in a full-time or part-time capacity who shall provide services sought in this RFP. If resumes are not available, the Proposer shall provide information indicating the name, job title, education and years employed with the firm.
- i. A vendor shall demonstrate that it has at least one (1) local government client, including police department services meeting all CJIS requirements, and have contracted with the client(s) for the same or similar services within the last three years for a multiple year term, preferably with at least one client represented within western North Carolina and shall provide the Town with contact information for those clients to allow the Town to obtain their recommendations as to the services rendered by the vendor.

3. Litigation History

Proposers shall provide a summary of any litigation or arbitration that the Proposer, its parent company or its subsidiaries have been engaged in during the past three (3) years against or involving (1) any public entity for any amount, or (2) any private entity for an amount greater than One Hundred Thousand Dollars (\$100,000.00). The summary shall state the nature of the litigation or arbitration, a brief description of the case, the outcome or projected outcome, and the monetary amounts involved.

4. Insurance Requirements

Workers' Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

5. General Information

The vendor should understand that the Town has certain expectations as it relates to contracting including the necessity for contracts to be consistent with the fiscal year end, June 30. The proposed pricing should be for a period from February 1, 2019 to June 30, 2024. This would be a 65-month period.

Specific information relating to what is considered under a monthly/quarterly service fee and what would be considered additional service under a fee-for-service arrangement should be clearly delineated in the proposal as outlined in section 6, item 3d.

6. SELECTION PROCESS

1. Proposal Evaluation

1. Proposals will be evaluated by the Town using the criteria listed in 6.2 below.
2. A contract may be awarded to the vendor that submits the best overall proposal.
3. **Oral Interviews:** The Town reserves the right to request oral interviews from top ranking firms. If oral interviews are conducted, it will be in accordance to the anticipated schedule.
4. **Additional Information:** The Town reserves the right to request additional written information or clarification of the proposal from top ranking firms.

2. Selection Criteria

The evaluation of Proposals and the determination of conformity and acceptability shall be the responsibility of town staff. Such determination shall be based on information furnished by the Proposer, as well as other information reasonably available to the Town.

Proposals shall be evaluated and ranked based on, among additional factors, the following:

1. **Technical Expertise/Qualifications**
2. **Service Approach and Methodology**
3. **Project Staffing/Experience**
4. **Satisfaction of clients/end users**

The Proposals ranked one and two (1 &2), will be recommended to the Leadership Team for review and a recommendation will be made to the Board of Aldermen for award.

If the Town is unable to negotiate a satisfactory Agreement with the highest ranked proposer, negotiations with that Proposer shall be terminated and the Town shall attempt to negotiate an Agreement with the next highest ranked qualified proposer and so on. If no Agreement can be reached, the Town may reject all proposals and may re-advertise for new proposals.

3. Description of Services

Proposer shall include a description and synopsis, including sample deliverables where appropriate, detailing its methodology and approach to providing the Scope of Services as described in Section 4 of this RFP. (The scope of work indicates “what” the vendor is supposed to do; the description of services should show “how” the vendor intends to perform the services).

The description of services should also be accompanied by:

- a. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- b. Proposal must include a description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- c. The proposal must include a detailed response time for each type of service issue.
- d. A draft contract and vendor’s terms and conditions. Payment schedule should also be included (i.e. monthly, quarterly). The vendor must describe the method of obtaining the fee for service (i.e. fixed fee, per device, per location) and describe any cost increases throughout the contractual term.

ADDENDUM 1 – dated 09-18-2018



TOWN OF WAYNESVILLE, NORTH CAROLINA

REQUEST FOR PROPOSAL:

Information Technology Services

Issue Date: September 17, 2018

Proposals Due: October 19, 2018 at 2:00 pm

CLARIFICATION RELATED TO HARDWARE:

All switches, routers, firewalls, wireless access points, ups devices, etc. are owned by the Town. Exceptions to this are 1. a Cisco ASA5505 provided by Tyler Technologies and currently collocated in another location to facilitate access to hosted Munis software and 2. Servers and supporting equipment in located in the offsite data centers and Town Police Data Room 020 for the operation of the hosted desktop system as indicated on page 6 of the original RFP.