



**Town of Clayton
Administration Department**

P.O. Box 879, Clayton, NC 27528

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TOWN OF CLAYTON

RFP (Request for Proposal)

Desktop Support

Introduction and Executive Summary

The Town of Clayton, NC is requesting a proposal for support of our existing desktop and desktop peripheral systems. This project is set forth to ensure that the Town has the proper systems in place to maintain operations. The Town employs a blended in-house and outsourced support model where the majority of the Town's staff utilize a Virtual Desktop Hosting Service from its current IT provider. The current IT provider also supports the network and phone systems. **We seek a vendor to supplement the existing IT services and support with focus primarily on the physical desktops/laptops and peripherals that are not included in the existing virtual support solution.**

Overview & Background

The Town of Clayton, NC is located in Johnston County North Carolina along US 70 approximately 18 miles South East of Downtown Raleigh North Carolina. The Town has one IT staff member who supports the Town's Database Systems and also currently provides support for the desktop and peripheral systems. This proposal is intended to relieve IT Staff member of the desktop support services. All other IT support is provided by a Managed Support Provider.

Environment:

The Town infrastructure consists of the following:

- 175 Total Users
- Approximately 46 users that have physical desktop devices
- Applications Supported:
 - Microsoft Office
 - New World Systems
 - FireHouse
 - Windows 7 w/Bitlocker
 - OSSI

- ESRI ARCGIS
- Town SCADA systems
- Manage Plus - Fleet Management software
- PONTEM - Cemetery Management software
- Rec 1 – Recreation Management software
- KOHA – Library Management software
- IC2 – Waste Water Management software

Services Requested

Support Services

The Town desires to supplement their IT support capabilities to provide improved services to the staff. The services are primarily first-level support services, break-fix services, with the potential for after hours coverage. These issues may be of a critical nature and need quick turn-around for initial response, onsite arrival, and resolution. These services may be performed remotely as long as the provider can come onsite within one hour.

The potential candidate must utilize the existing Help Desk support systems through VC3. The potential candidate will also interface with VC3 staff to ensure complete integration of

7x24 Services

The Town's existing support vendor provides 24x7 support and monitoring for critical issues. This vendor may be called upon to provide hands-on support after normal business hours and on weekend and holidays.

Proposal Details Desired

The Town would like these elements included in the Proposal:

- Cost model [Rate table and T&M Rates]
- Service Metrics
 - Priorities
 - Response & Resolution SLAs by priority
- Hours of operation/support
- Committed on-site response time
- Location of individuals answering calls on the system, including an acknowledgement that all individuals reside in the United States.
- Number of helpdesk personnel available to take a call during business-hours and after-hours.
- Implementation Timeline
- Any deviations from the services listed above.

Qualifications Requested

Company

Please provide the following information about the Company:

- Longevity

- Home office location
- Closest Branch Location
 - Travel time to Clayton Town Hall Site
- Local Government Experience
 - Listing of local government customers and services performed
- Insurance Retained - Liability
- References,
 - Minimum three references, more preferred

Technical Capabilities

- # of technicians by type - certifications
- CJIS certification -
 - Copy of signed CJIS security addendum
 - Background checks of employees
 - CJIS certifications documents
 - Copy of sensitive data handling procedures
 - Vendor will maintain and provide to the Town a continually updated list of individuals eligible to handle CJIS data:
 - Passed background checks
 - View CJI training video at state website
 - Any other requirements as determined by the state government body (DCI / NCSBI / Department of Justice / Department of Public Safety)

Terms

The following terms should be included in any proposed contract:

- E-Verify compliance
- Liability Insurance limits

Submission Deadlines and Delivery Address

All submissions for responding to this request must be submitted via email to nmedlin@townofclaytonnc.org, with the subject line "Town of Clayton, NC Desktop Support", no later than:

Wednesday, January 28th, 2015
No later than 5:00pm EST

Submission Questions and Clarifications

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Proposal:

Patrick Spampinato
 Voice: 919.794.7033
 Email: Pat.Spampinato@vc3.com

Document standards:

- Attachments to the Email for Proposals should be in an Adobe PDF file.

- The attached Proposal (s) may be in the company's standard format.
- Any terms attached to the Proposal must abide by these 'Terms' set forth below.
- In addition to the standard Proposals, the vendor must provide a point-by-point response to each bullet listed in any 'Proposal Details Desired' and the 'Qualifications Requested'.
- All emails should have "Town of Clayton, NC Desktop Support" as the subject.
- If you would prefer to provide the proposal via the postal mail please send a notice via email to nmedlin@townofclaytonnc.org to notify the Town.

Thank you for your interest in the Town of Clayton.

Nancy Medlin
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