

TOWN OF ROLESVILLE, N.C.

TOWN OF WENDELL, N.C.

## REQUEST FOR PROPOSALS

*Information Technology Support Services*

DEADLINE DATE:

July 17, 2019

TIME:

3:00 P.M.

LOCATION:

TOWN HALL

15 EAST FOURTH STREET

WENDELL, NC

## 1. Purpose

The Town of Rolesville and Town of Wendell (jointly known as Towns) are soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the Towns to:

- Achieve efficiencies in service and costs through the economy of scale offered by a joint solicitation;
- Improve information technology (IT) effectiveness in all areas for the growing towns;
- Enhance the quality of service to departments and employees, and through them the citizens;
- Minimize downtime and technical support costs while providing an option for full time on-site IT staff;
- Provide IT consultation for towns in negotiation with outside agencies and vendors, as requested;
- Ensure security of data and build resilient systems compliant with NC Records Retention requirements; and
- Maximize return on investment in IT hardware and software.

Detail provided by the vendors responding to the request for proposals (RFP) is of the essence. The provision of greater detail regarding capability and expertise, scope of services, and approaches to maintaining and developing a protected and resilient IT system is encouraged. Responses to the RFP are not bound by any specific approach and may include hosted solutions, managed solutions or a hybrid. Vendors may provide additional information they believe is relevant beyond the requests for specific information in the RFP.

NOTE: To facilitate the best understanding of the existing IT systems maintained in both Towns, a mandatory walk-thru pre-bid meeting will be held at both locations.

## 2. Process Timeline

The Towns will follow the following preliminary timeline in the establishment of IT Services:

<b>Task</b>	<b>Date</b>	<b>Time</b>
Issue RFP	May 16, 2019	9:00 am
RSVP to attend walk-through	May 30, 2019	3:00 pm
Mandatory Walk-Through Meeting	June 6, 2019	9:00 am
Deadline for Questions	June 13, 2019	3:00 pm
Responses to questions / addendum issued	June 24, 2019	9:00 am
Proposals due from Vendors	July 17, 2019	3:00 pm
Proposal evaluation	July 26, 2019	9:00 am
Vendor presentation (as needed)	August 1 to 15, 2019	TBD

Present to Town Boards for approval.		
Rolesville	TBD	TBD
Wendell	August 19, 2019	7:00 pm
Contract effective date	September 3, 2019**	8:00 am
** Effective date is subject to the length of time required for contract negotiation.		

### 3. General Requirements

- A. This solicitation is for the purchase of information technology goods and services by the Towns of Rolesville and Wendell and shall be awarded consistent with North Carolina General Statute 143-129.8. The contract will be awarded to the vendor that submits the best overall proposal. While the solicitation is issued jointly, it in no way obligates that both Towns accept proposals and or award contracts.
- B. Proposals submitted shall not be subject to public inspection until a contract is awarded. Proposals will be received by the Town of Wendell at the time and place stated in this document. At that point, the Towns will close the receipt of proposals and begin the evaluation process.
- C. It is the responsibility of the vendor to identify portions, if any, of their submittals determined to be confidential, proprietary information, and trade secrets. The Towns may require vendors to justify why information should not, upon request, be disclosed.
- D. Vendors responding to the solicitation are asked to not contact any Town staff or elected officials in reference to the process. As information becomes available and is relevant for release, that information will be shared with the respondents. All information submitted in conjunction with this RFP and the evaluation process will be retained by the Towns.
- E. All questions related to his Request for Proposals are to be submitted in writing to Butch Kay, Town of Wendell Finance Director, no later than 3:00 pm on Thursday, June 13, 2019. Submitted questions and the responses along with any necessary addendums to the RFP will be issued via email no later than 9:00 am on Monday, June 24, 2019 via email. Questions may be submitted via email to [bkay@townofwendell.com](mailto:bkay@townofwendell.com).
- F. The Towns reserve the right to reject any or all proposals and to waive any informalities as may be permitted by law.
- G. The Towns reserves the right to request oral interviews or request additional information from any or all vendors. Vendors should not rely on the opportunity to alter their qualifications during any presentation or discussion.

- H. The Towns reserve the right to award a contract based on proposals received without further discussion or negotiation.
- I. Proposals may be submitted electronically or as hardcopies.
- a. If hardcopies are submitted: Three (3) copies of the full proposal and all supporting documentation as required in the RFP must be submitted in a sealed envelope, addressed to:

Town of Wendell  
Attn: Butch Kay, Finance Director  
IT Services Response Enclosed  
15 East Fourth Street  
Wendell, NC 27591
  - b. If electronic copies are submitted:
    - i. Via email to [bkay@townofwendell.com](mailto:bkay@townofwendell.com). The subject line should read "IT Services RFP Response Enclosed".
    - ii. Proposals may be sent on a flash drive to the mailing address in I(a) above.
    - iii. The Towns are not responsible for messages that are not received by the deadline or electronic attachments that staff is unable to open or access.
- J. Proposals should be submitted no later than 3 pm on Wednesday, July 17, 2019. Proposals will be opened by the Towns at this time and not made public until after the award. Upon receipt of proposals the Towns shall have a sufficient period of time to evaluate proposals and/or receive presentations as noted in the schedule outlined previously.
- K. This RFP and any contract resulting from this process shall be governed by the laws of the State of North Carolina.
- L. Successful bidder must be prepared to begin providing service on or before 8:00 am on Tuesday, September 3, 2019.
- M. Vendor warrants that the submitted bid is genuine and not collusive and no conspiracy or agreement was made 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.
- N. CANCELLATION OF CONTRACT – DISCUSSION NEEDED. 30 day either party typical, but multi-party agreement that derives benefit to other parties may complicate. Either Party may, by written notice to the other parties, cancel the contractual agreements established as a result of the RFP with the written notice being submitted and acknowledged no less than 90 days prior to the anticipated termination.

- O. All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contract person, telephone number, fax number, and address shall be included.
- P. The Towns shall have the right to reject or accept any proposal or offer, or any part thereof, for any reason whatsoever at their sole discretion.
- Q. The RFP does not commit the Towns to award, nor does it commit the Towns to pay any cost incurred in the submission of a proposal, or in making necessary studies or designs for the preparation thereof, no procure or contract for service or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract or award.
- R. The Towns reserve the right to terminate this RFP at any time prior to the contract execution.
- S. No prior, current, or post award verbal conversation(s) or agreement(s) with any officer, agent, or employee of the Towns shall affect or modify any terms or obligations of the RFP, or any contract resulting from this procurement.

#### **4. Current Information for IT Services, Hardware, and Software for the Towns**

The Towns currently utilize different philosophies and technologies to address their IT needs. Detailed information on the Towns' current structures and systems are provided as appendices. Neither of these appendices should be considered all-inclusive but are designed to facilitate a basic understanding of systems and architecture used.

Appendix A – Town of Rolesville Systems and hardware list.

Appendix B – Town of Wendell Information Technology Overview

#### **5. Scope of Services**

The successful vendor will provide the Towns with all of the following services. The vendor shall not subcontract any portion of the services to be performed under the contract without prior written agreement of the Towns. The prohibition against subcontracting shall not extend to software, purchased leased or otherwise legally acquired in order to carry out the necessary tasks associated with any contract issued.

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 Towns. The below language regarding Scope of Services to be provided is intended to address proposals of hosted, managed and hybrid solutions as presented by vendors. Simple definitions for hosted, managed, and hybrid solutions are as follows: hosted solutions are services and staff provided off-site; managed

solutions are services or equipment that is maintained and kept in Town facilities and vehicles; and a hybrid solution is a combination of the managed and hosted. The Scope of Services shall apply to all participating jurisdictions unless specifically noted below or later amended by contract.

A. Current System Assessment

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

B. Help Desk and On-Site Support

Manage, monitor, and track all support related issues and provide monthly updates to the Towns 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. Support must be available for significant issues 24 hours per day, 7 days a week all year (24x7x365).

C. Desktop Support

Perform basic desktop support functions such as installing PCs, laptops, printers, work stations, and software; diagnosing and correcting desktop application problems, configuring applications for desktop systems; and identifying and correcting hardware problems, performing advanced troubleshooting, Windows patching and updates, and scheduled preventative maintenance. When requested by a Town, the vendor will provide assistance with software and hardware purchases or leases.

D. Support, Management, and Monitoring of Servers and Infrastructure

Provide 24x7x365 monitor and alert service; operating system patches; and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. Ensure scheduled preventative maintenance for equipment is promptly performed; develop and test back-up and disaster recovery plans; and establish procedural documentation. Set up new users, edit existing users, and remove old users when requested; thus, managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Install new servers, software, hardware, and transfer data when required.

E. 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 timeframe for resolving issues. Any service issue that needs to be escalated to one or more of the Towns must be started promptly and must be completed within a time discussed between the vendor and the Town(s) to the satisfaction and approval of the Town(s). Statistical measures and approaches for performance evaluation

should be included. The proposal must include a detailed response time for each type of service issue.

F. 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.

G. Data and Security Management

Maintenance of virus/intrusion detection programs on servers, email, and other devices of the Towns. Review and enhance the security of the Towns' network and wireless devices. Perform security audits as requested and notify appropriate Town personnel immediately of suspected breaches of security or intrusion detection. Reduce the amount of spam received by 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 Towns would play in such restoration if it occurs at a vendor site and not within the Towns' control.

H. Software/Third-Party Applications Services

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

I. Communications (Desk phones, Cellular Phones, Voicemail) Support

Prepare recommendations and provide management and coordination of the Towns' communication systems including, but not limited to, desk phones, cellular phones, communications devices, voice mail systems, and authorized BYOD devices. (NEEDS DISCUSSION) – phone providers and BYOD policies (if any)

J. 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, as well as during the annual budget preparation process. The vendor shall compliment the Finance Department of the Towns in the prioritization and in maximizing the use of funds budgeted for technology improvements. Provide

recommendations for potential savings in IT related matters. Attend department head and IT committee meetings as directed.

K. IT Liaison / Representative for the Towns

The vendor shall provide a primary point of contact for each jurisdiction recognizing that other vendor employees may work on specific issues or projects. The primary point of contact will act as the Town's liaison and representative for all IT related matters with other vendors, agencies, and Town departments under the scope of the Agreement. The vendor should be available for any meetings as directed by the managers of the Towns or their designees.

L. Hardware and Software

The vendor should include in the proposal whether hardware will be a one-time purchase by the Towns, leased, or any combination of purchase and lease. The vendor should provide any phasing options and schedules for the replacement of hardware. Also, the proposal should include a sample of any potential arrangements with finance companies with whom the vendor works directly for review by legal counsel of the Towns.

All software licensing should remain in the name of the respective Town as the owner with the vendor being responsible for necessary deployment of software to required computers. The vendor should identify options to vary from this requirement when such outsourcing provides opportunities for risk reduction or cost efficiencies for decision by the Towns. The vendor should be willing to assist with negotiating software purchases and leases on behalf of the Towns. Updating of third-party applications is required as part of the scope of services.

## **6. Proposal Format**

Submitted proposals shall conform to the following format and 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.

A. Letter of Intent

A letter of intent is required for all complete proposals and should include the following:

1. Signature of an officer of the company authorized to bind the vendor to the proposal.
2. Company name, address, telephone number, and website.
3. 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.
4. Federal and State taxpayer identification numbers of the firm.
5. A brief statement of the understanding of the services to be performed and an understanding that the terms of the RFP will be incorporated into the contract.
6. A statement indicating the period, not less than 120 days from the bid date, during which the proposal will remain valid.

## B. 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 Towns.

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

1. Length of time in business
2. Length of time providing proposed services
3. Number of clients
4. Number and list of local government and public sector clients, and scope of services provided to those clients
5. Number of full-time employees and area of involvement (technical support, consulting, sales support, and administrative support)
6. Location of the office to serve the Towns
7. Relevant technical certifications and/or partnerships
8. 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 by the firm.
9. 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, and shall provide the Towns with contact information for these clients to allow the Towns to obtain their recommendation as to the services rendered by the vendor. Also, the vendor shall demonstrate understanding of hardware needs for mobile workstations in a law enforcement environment.
10. Documentation to demonstrate that the vendors has satisfied all applicable CJIS Requirements.

## C. 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). 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.

## D. Insurance Requirements

### 1. 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.

## 2. Comprehensive General Liability

Shall have a minimum limit 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 contract liability endorsement.

## E. General Information

The vendor should understand that the Towns have certain expectations as it relates to contracting including the necessity for contracts to be consistent with the fiscal year end, June 30. The proposal be for an initial 36-month period starting from the effective date of the negotiated and executed contract. At that point a new contract will be established unless otherwise indicated in the negotiated contract for services. The selected vendor for the current contract shall provide a month to month rate to provide continued coverage until such time a new contract is established.

The proposal shall include a pricing schedule which includes rate, seat count if applicable and extended pricing. It shall demonstrate whether the proposal is a hosted, managed or hybrid solution and will include hardware ownership responsibilities in terms of cost and maintenance along with other costs associated with the proposal. Specific information relating to what is considered under a monthly/quarterly service fee and what should be considered additional service under a fee-for-service arrangement should be clearly delineated in the proposal as outlined in Section 7, item C4.

## 7. Selection Process

### A. Proposal Evaluation

1. Proposals will be evaluated by a joint committee of the Towns using the criteria listed in section 7.B below.
2. A contract may be awarded to the vendor that submits the best overall proposal.
3. Oral Interviews: The Towns reserve the right to request oral interviews from the top-ranking firms. If oral interviews are conducted, it will be in accordance with the anticipated schedule.
4. Additional Information: The Towns reserve the right to request additional written information or clarification of the proposal from the top-ranking firms.

### B. Selection Criteria

The evaluation of proposals and the determination of conformity and acceptability shall be the responsibility of the staff of the Towns. Such determination shall be based on information furnished by the proposer, as well as other information reasonably available to the Towns.

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

1. Technical Expertise and Qualifications
2. Service Approach and Methodology
3. Project Staffing and Experience
4. Satisfaction of Clients and End Users

The top three (3) ranked proposals will be recommended to the Town Managers of the Towns for a review and a recommendation will be made to the respective elected bodies of the two (2) Towns for award. As such, vendors can receive up to two (2) bid awards with one process with an economy of scale due to the proximity of the two (2) jurisdictions.

If the Towns are unable to negotiate a satisfactory Agreement with the highest ranked proposer, negotiations with that proposer shall be terminated and the Towns shall attempt to negotiate an agreement with the next highest qualified proposer and so on. If no Agreement can be jointly reached, the Towns may reject all proposals and may either re-advertise for new proposals or negotiate independent Agreements with a top proposer of the choice of the individual jurisdiction.

#### C. Description of Services

The proposer shall include a description and synopsis, including sample deliverables where appropriate, dealing with its methodology and approach to providing the Scope of Services as described in Section 5 of this RFP. Please note that the scope of work indicates “what” the vendor is supposed to do; and the description of services should show “how” the vendor intends to perform the services.

The description of services should also be accompanied by the following:

1. Proposal summary that includes why the firm is pursuing the work and how it is uniquely qualified to perform the services.
2. 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.
3. The proposal must include a detailed response time for each type of service issue.
4. A draft contract and vendor’s terms and conditions. A 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.

## Appendix A

### Town of Rolesville Information Technology Overview

Town of Rolesville offices are spread across 3 primary physical locations:

- Town Hall, 502 Southtown Circle
- Police Department, 204 Southtown Circle
- Public Works, 106 South Main Street

The Police Department is connected to Town Hall via a VPN connection, established using Cisco devices. All three locations have their own Spectrum internet service.

#### Town Hall

The Town Hall facility houses Administration, Finance, Planning, Parks & Recreation, Town Board meeting chambers, and a community center. The Town currently owns and operates one physical server at this location which is sub-divided into approximately two logical servers – one for shared files and one for the financial system software. This server operates using Windows Server 2012.

This facility also hosts the base for the NEC SV8100 Telephone System, which provides phone service in Town Hall and the Police Department. The phone system is administered through the State of North Carolina ITS department. The Town's email system is also administered through the State of North Carolina ITS department.

In this facility, there are currently 14 full time positions that utilize 21 personal computers (including two spares). The facility has one leased multi-function copy/print/scan/fax device that serves as the primary printer. Other devices include a large format plotter with print/scan functions, two standard printers on the network, and two local printers.

The Town Board meeting chambers has a sound system and a video display system, both owned by the Town. The Town does not currently broadcast public meetings, but this has been discussed as a future initiative.

Administration uses ForTheRecord software to transcribe meeting minutes.

Finance utilizes Southern Software's FMS product for all financial systems. This software is SQL based and is installed on the local server. One personal computer at the front counter is dedicated for use as a cashier station for Rolesville payments and Wake County property tax payments. The City of Raleigh also provides a personal computer to allow cashier staff to access their utility billing software through a VPN connection. These two cashier units share peripherals through a KVM switch.

Planning maintains three licenses for ESRI GIS to support utilization of Wake County GIS systems. The department also connects to Wake County's Energov system for permitting and inspections functions.

The Parks and Recreation Department utilizes CivicRec Parks and Recreation cloud-based management system to facilitate operation of its programs.

There are two routers in the building – one for public access to wi-fi, and one for private access to wi-fi.

### Police

The Town currently owns and operates one physical server at this location. This server operates using Windows Server 2012.

In this facility, there are currently 21 full time positions that utilize 7 personal computers on-network and 15 personal computers off-network used as mobile data terminals by officers. The off-network machines are connected via VPN to the Wake County Sheriff's Department systems as we share a common Records Management System provided by Central Square and a common Computer Aided Dispatch (CAD) System to connect to the Raleigh Wake Emergency Communications Center.

The facility has one leased multi-function copy/print/scan/fax device that serves as the primary printer. There are also 2 local printers and 13 thermal printers in police vehicles.

The Police Department utilizes in car cameras in its patrol vehicles and body cameras on sworn personnel. Digital Ally is the current vendor. Data is downloaded from these cameras, either wirelessly or via card download, and stored on the department server.

The Police Department utilizes a third-party software to record interviews and interrogations in its facilities.

There are two wireless routers in the facility – one for internet access and one for internet access and to facilitate camera video download.

### Public Works

There are currently 4 full time employees and 2 personal computers at this location. There is one wireless router on site which provides for internal staff access.

### Web Site/Social Media Presence:

The Town has a hosted website which was designed by a contractor. Content control is currently maintained by each department and administered by Finance.

The Town also has developed a social media presence utilizing Facebook, Instagram, Twitter, and YouTube. These accounts are administered by Parks & Recreation.

### Cellular Equipment:

The Town maintains an approximately 14 Apple iPads with cellular service used by elected officials and the management team. Additionally, it maintains 12 Apple iPhones assigned to Town staff and 19 MiFi devices to provide remote access to police personnel that work in mobile environments. All services and equipment are provided through Verizon.

## Appendix B

### Town of Wendell Information Technology Overview

The Town of Wendell Government is spread across 4 physical locations that are connected via Spectrum Metro-E Circuits. Network connectivity is established utilizing primarily managed Cisco/Meraki managed switches with a small number of other vendor based non-managed switches.

The Town of Wendell has recently migrated to Office 365 which is provided and supported by a third-party vendor. Based on user needs the town utilizes both G3 and EOP license to recognize the best value for the town.

#### Town Hall

The Town Hall facility located at 15 East Fourth Street and houses Administration, Finance and Planning. It is also the hub of the Town's IT Systems. The Town currently owns and operates 2 physical servers which are housed at that location and they are sub-divided into approximately six logical servers which provide the following storage and application capabilities and are operating Server 2012. This facility also hosts the base for the NEC 8100 Telephone System which provides both digital phones in the Town Hall and VOIP Phones in other town buildings.

There are currently 11 full time positions in that facility that utilize 11 desktop machines and one laptop shared to allow for presentations. The facility is also home to three multi-function traditional printers, a large format printer and a large format multi-function printer.

There is an interactive display system in the Board Room which is owned by the town as well as interfaces to a camera/recording system owned by East Wake Television which is used to broadcast board meetings.

Administration currently serves as the management portal for "Tell Wendell". "Tell Wendell" is Accela's Service Request Management solution (Public Stuff) which allows public users as well as town staff to submit issues of concern. Accela is shared by all departments as a task management solution. Additionally, it maintains Olympus Dictation Management Systems to transcribe minutes.

The Finance Department utilizes Edmunds Financial Software to manage budget operations, accounts payables and receivables and payroll. This software is installed on a local server with the Finance Department providing limited user access to other Departments.

The Planning Department maintains licensing for BlueBeam Revu to facilitate plan review by both internal and external stakeholders. It also maintains licenses for ESRI GIS to support utilization of Wake County GIS systems. Additionally, Energov is provided by Wake County to automate and connect critical processes involving permitting, planning, regulatory management and inspections.

There are both public and private wireless AP's in the building.

## Parks and Recreation

The Parks and Recreation Department is headquartered at the Wendell Community Center located at 601 West Third Street. There are currently six full time positions in the facility that utilize five desktop machines and one laptop and docking station. There is also one wireless AP in the facility for public internet access. There are multiple display monitors in the entrance with some providing table television broadcast while others display message systems prepared by staff.

There is one on-site multi-function printer on-site.

The Parks and Recreation Department utilizes CivicRec Parks and Recreation cloud-based management system to facilitate operation of its programs.

## Police

The Police Department is located at 9 South Pine Street. There are currently 19 full time positions that utilize 11 on-network desktop machines and 18 off-network laptops used as mobile data terminals by officers. The laptop machines are connected via VPN to the Wake County Sheriff's Department systems as we share a common Records Management System provided by Central Square and a common Computer Aided Dispatch (CAD) System to connect to the Raleigh Wake Emergency Communications Center. All sworn personnel are issued off-network laptops and all sworn personnel at the rank of Sergeant and above have on-network desktop machines. There are an additional two on-network desktop machines which can be used by patrol officers when in the office along with one desktop used by the Administrative Specialist.

There is one on-site multi-function printer on-site which is connected to the network and a second that is connected to a local machine.

There is also one wireless AP in the facility for private internet access and to facilitate in-car camera video download.

The Police Department utilizes in car cameras in its patrol vehicles. Digital Ally is the current vendor. Data is downloaded from these in car camera's, either wirelessly or via card download, and stored on an off-network desktop machine configured with standalone hard drives which serves as the evidence storage vault.

The Police Department utilizes the Captura Interview Recording System to record interviews and interrogations in its facilities. This is maintained on an enterprise-class server/storage platform and is operated via a browser-based design. The vendor is paid an annual support fee to provide maintenance and support for all equipment.

## Public Works

The Public Works Department is located at 450 Lake Glad Road and consists of three different buildings. Two of the building house offices, storage and administrative areas while the third is a multi-bay garage.

There are currently 13 full time employees that have varying IT needs. Some users have very limited email and web access needs and are provided Office 365 EOP1 licensing while others require the more robust G3 licensing that is utilized across town work sites. The current identified needs resources on site include six desktop machines and two laptop and docking station combinations.

There is one wireless AP on site which provides for internal staff access.

The facilities are home to 2 multi-function traditional size printers

#### Web Site/Social Media Presence:

The Town has a hosted website which was designed by a contractor. Content control is currently maintained by each department with adjustments being made as needed.

The Town also has developed a social media presence utilizing Facebook, Instagram, Twitter and LinkedIn along. The Town does utilize Snap Chat for specific event promotion via the use of filters.

#### Cellular Equipment:

The Town maintains an approximately six Tablet Devices with cellular service used in various departments. Additionally, it maintains two cellular telephones assigned to investigators in the Police Department and approximately 20-25 MiFi devices to provided remote access to police and other personnel that work in mobile environments. All services and equipment are provided through Verizon.

#### Weather Camera:

The Town operates and maintains a weather camera located in the downtown area. It is an Axis Camera with companion software and is configured to both feed to You Tube and for direct push to, local television stations. This system utilizes the Downtown Wireless system to provide feeds back to a small server located in Town Hall.

#### Downtown WIFI:

The Town operates a WIFI system configured to provide visitors to the core downtown area and the Community Center internet. The six Access Pints are Merika MR-72s and the backhaul is carried on Ubiquiti M5s. This system is based in the Town Hall