



Village of Marvin

REQUEST FOR QUOTATION (RFQ) FOR IT SERVICES

Village of Marvin, North Carolina

Date Issued: Thursday, January 16, 2025

Proposal Submission Deadline: Thursday, February 13, 2025

1. Introduction

The Village of Marvin is seeking qualified vendors to provide comprehensive IT services. Our previous IT services provider has retired, creating the need for a new partnership. This RFQ invites interested vendors to submit quotations outlining their proposed services, qualifications, and pricing.

2. Background Information

The Village of Marvin is a municipality located in Union County, North Carolina. We have approximately 10 office employees and require reliable and secure IT infrastructure to support our daily operations. Our current IT environment includes, but is not limited to:

- **Hardware:** 10 laptops with docking stations, 2 desktops, 1 server, 13 iPads with keyboards and Apple Pencils, audio/video equipment, displays, routers/firewall.
- **Key Software:** Windows OS, Microsoft Office Suite, FortiClient VPN, RemotePC, Adobe Reader Pro/Creative Suite, Tyler Technologies Financial Software, eScribe Agenda/Meeting Management, SpamTitan, cloud server backup.
- **Network Infrastructure:** Local Area Network (LAN), Ethernet and Wi-Fi connections.
- **Security:** SpamTitan, Microsoft Defender

3. Scope of Services

The selected vendor will be expected to provide the following services:

- **Help Desk Support:** Providing timely and effective technical assistance to Village staff via phone, email, and remote access.
- **Network Management:** Maintaining and monitoring the Village's network infrastructure, including routers, switches, firewalls, and wireless access points.
- **Server Management:** Managing and maintaining physical and/or virtual servers, including operating system updates, security patching, and performance monitoring.
- **Cybersecurity:** Implementing and maintaining security measures to protect the Village's IT systems and data from cyber threats, including antivirus, anti-malware, intrusion detection/prevention, and regular security assessments.
- **Data Backup and Recovery:** Implementing and managing a reliable data backup and recovery solution to ensure business continuity in the event of data loss.
- **System Administration:** Management of email, file servers, and other core systems. Administration of user accounts and permissions.
- **Software Support:** Providing support for standard office productivity software and specialized municipal software.



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- **IT Consulting:** Providing strategic IT guidance and recommendations to the Village, including but not limited to the acquisition of hardware/software, and modernization of practices (e.g. transitioning to OneDrive, improving security measures).
- **User Support:** Providing on-site and remote technical support as needed.
- **Documentation:** Maintaining accurate documentation of the Village's IT infrastructure and systems.
- **License.** Must provide an irrevocable, perpetual, non-exclusive royalty-free license for any such documents or programming created for the Village under the IT services.

4. Quotation Requirements

Vendors are requested to submit quotations that include the following information:

- **Company Profile:** A brief overview of the vendor's company, including its history, experience, and qualifications.
- **Key Personnel:** Resumes of key personnel who will be assigned to the Village.
- **Service Description:** A detailed description of the proposed services, including service level agreements (SLAs) for response times and resolution times.
- **Technical Approach:** A description of the vendor's technical approach to meeting the Village's needs.
- **Pricing:** A clear and concise pricing structure for the proposed services, including hourly rates, project rates, and any other applicable fees.
- **Insurance:** Vendor shall provide proof of all required insurance(s), including worker's compensation with state minimums, automobile liability coverage with minimum limits of \$1,000,000; commercial general liability coverage with minimum limits of \$1,000,000 per occurrence ; technology / professional liability insurance with minimum limits of \$1,000,000 per occurrence (in addition to commercial general liability insurance). The Village shall be named as an additional insured on all liability policies with a 30-day written notice prior to cancellation or modification.
- **References:** A list of at least three references from past/current municipal or governmental clients.
- **Certifications:** Information on relevant certifications held by the vendor's staff (e.g., CompTIA, Microsoft, Cisco).

5. Evaluation Criteria; Reward and Disclaimer

Quotations will be evaluated based on the following criteria:

- **Experience and Qualifications:** The vendor's experience and qualifications in providing IT services to similar organizations.
- **Service Offering:** The comprehensiveness and quality of the proposed services.
- **Technical Approach:** The suitability/effectiveness of the vendor's technical approach.
- **Pricing:** The competitiveness of the proposed pricing.
- **References:** Positive feedback from references.



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It is the intent of the Village to award a contract to the best overall proposal as determined by the Village under GS 143-129.8 including the best valued proposal based on price and performance under GS 143-135.9. However, the Village reserves the right to reject any and all bids. The Village reserves the sole right to waive informalities and irregularities in a proposal received and to accept the proposal which, in the Village's judgment, is in the Village's own best interests. The Village reserves the right to negotiate with any proposer to obtain a final contract that best meets the needs of the Village. Negotiations may include reduction in bid price, modification, and/or reduction in scope of the work, substitution of materials, or any other alterations to the work.

6. Questions

Questions are due no later than Thursday, January 30, 2025, and should be directed to:

Austin Yow
Village Clerk & Assistant to the Manager
Village of Marvin, North Carolina
10006 Marvin School Road, Marvin, NC 28173
clerk@marvinnc.gov
(704) 627-2018

7. Submission Instructions

Proposals must be submitted electronically to clerk@marvinnc.gov by Thursday, February 13, 2025.

8. Timeline

- RFP Issued: Thursday, January 16, 2025
- Questions Deadline: Thursday, January 30, 2025
- Proposal Submission Deadline: Thursday, February 13, 2025
- Selection of Firm: Thursday, February 27, 2025
- Contract Start Date: Monday, March 3, 2025

We look forward to receiving your proposals and thank you for your interest in partnering with the Village of Marvin.