

REQUEST FOR PROPOSALS



IT Assessment

RFP # 23-251 Addendum 1

Issued: July 12, 2023

Proposals Due: July 20, 2023 @ 2pm



Trisha Newton, Purchasing Manager

PO Box 1578 • 805 S. Walker Street • Burgaw, NC 28425

910.259.1281 • Purchasing@pendercountync.gov

IT Assessment Services –Questions and Answers

- Q1. What is the proposed start date for the IT Assessment?
A1. Within 2 weeks of the notification of award (notification after 2nd August BOCC meeting)
- Q2. Is there a desired completion date or duration in which you wish you have the project completed ?
A2. Completion by November 15th, with an in-person presentation to the BOCC in December.
- Q3. Is there a driver for the completion date, e.g., the information needed to plan a budget, reduced resources, or planned retirement wave?
A3. Budget planning for staffing and other resources is the driver for the completion date.
- Q4. Is there an overall budget that has been established for the project?
A4. No
- Q5. Can you share the budget established for this project?
A5. N/A
- Q6. Who is the Project Sponsor for the IT Assessment?
A6. County Manager's Office
- Q7. How many departments (outside of IT) do you anticipate being interviewed as part of this assessment?
A7. All 22 county departments
- Q8. Are there other staff within the County that perform IT functions or other IT units within the County and, if so, would they be part of this study?
A8. The ITS Department is centralized. There should be no shadow IT.
- Q9. Are you expecting a formal peer benchmarking to be performed?
A9. Yes, but "peers" need to be determined by documented logical and measurable metrics to ensure a like-for-like comparison, including recent and projected growth within our metropolitan area.
- Q10. Have there been any prior IT assessments done by the County? If so, can the results of the assessment be shared?
A10. No, N/A
- Q11. What is your expectation as to the performance of the services being performed on-site versus remote/off-site?
A11. Remote work can be performed, but the majority should be on-site for meeting with staff.
- Q12. How many users/employees are currently working remotely?

A12. We can have anywhere from 10 to 120 working remotely at any given time but, most work in the office if there is space available for them. DSS has more workers now than office space.

Q13. Is a hard copy required or by only Email will be fine?

A13. An email to purchasing@pendercountync.gov will be acceptable.

Q14. What is your budget?

A14. Not defined

Q15. Have you performed this scope of work before?

A15. No

Q16. Is there an incumbent?

A16. No

Q17. Is this a multi-year award?

A17. No

Q18. Can you please verify that proposal responses to Pender County's RFP # 23-251 can be submitted via email? Or do they need to be mailed *and* emailed?

A18. An email alone to purchasing@pendercountync.gov will be sufficient.

Q19. Is there an estimated budget and timeframe for this project?

A19. No estimated budget. Completion by November 15th with a presentation to the BOCC in December is preferred.

Q20. Is there an existing inventory of applications, services, and infrastructure in use by the county?

A20. Yes, there is an inventory of assets, hardware, software. ERP/Enterprise systems, mobile applications, and licensing, which can be shared when assessment begins--not for RFP purposes.

Q21. Are there any audit findings or compliance requirements that are not met?

A21

- National Guard Cyber Security Assessment Remediation
- HIPAA, PHI, PII
- CIS Compliance
- PCI Compliance
- ISO 20000 and 27001
- IRS 1050p
- CJIS
- NC-SBI (Bureau of Investigation)
- Fed Ramp
- FERPA
- ECPA
- Chapter 132 of the North Carolina General Statutes
- Various policies and programs

- Q22. Are there mappings from federal, state, and county requirements to business processes, applications, services and infrastructure?
- A22.
 - CJIS
 - NC-SBI for DCIN
- Q23. Do any architectural diagrams currently exist?
- A23. Yes, there's a network diagram and other available diagrams that will be made available to the vendor who's awarded the bid.
- Q24. Do any documented process flows currently exist?
- A24. No
- Q25. What is the desired project duration?
- A25. Completion by November 15th, 2023--preferably with a presentation to the Board of County Commissioners in December
- Q26. Are there compliance, funding, or other deadlines associated with completing this project within a specific timeframe?
- A26. Budget planning for staffing and other resources is the driver for the completion date
- Q27. Can the work be performed remotely?
- A27. A combination of onsite and remote work is to be conducted- meetings with staff and departments should be conducted on-site.
- Q28. What level of onsite and remote work is Pender County planning? Will there be accommodations (space, infrastructure) made for onsite work?
- A28. A combination of onsite and remote work is to be conducted- meetings with staff and departments should be conducted on-site.
- Q29. Is this a Time & Materials or Fixed Price / Deliverables based RFP?
- A29. Fixed Price
- Q30. What are the payment terms for services rendered under a successful bid?
- A30. Full payment will not be rendered until services are completed. Progress payments can be negotiated.
- Q31. Has an existing vendor provided similar services to Pender County in the past? If so, which vendor?
- A31. VC3 conducted an IT Assessment in 2017 (not available, not applicable)

Please see the attached Organizational Chart of the IT Department for reference.

Proposals are due on or before 2:00 pm on July 20, 2023. The submittal package should be clearly marked "RFP # 23-251 IT Assessment" and identify the company submitting the proposal. Proposals shall be addressed to the attention of Trisha Newton, Purchasing Manager at the one of the following addresses:

By Mail:
Pender County Purchasing
Attn: Trisha Newton
PO Box 1578
Burgaw, NC 28425

Mark Envelope:
RFP # 23-251
IT Assessment

In Person / By Courier:
Pender County Purchasing
Attn: Trisha Newton
805 S. Walker St.
Burgaw, NC 28425

Mark Envelope:
RFP # 23-251
IT Assessment

By email:

Purchasing
@pendercountync.gov

Subject Line:
RFP # 23-251
IT Assessment

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Pender County

Information Technology Services Department

FY 23-24 Organizational Chart By Division

