Managed Information Technology Services

(Project # 27-187)

REQUEST FOR QUALIFICATIONS (RFQ)

Town of Landis, North Carolina

Issued on: September 26, 2026

Response Due: October 15, 2026, before 2 pm

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SECTION 1: PROJECT OVERVIEW

Summary

The Town of Landis, hereafter referred to as the "Town," is accepting Requests for Qualifications (RFQs) from qualified, experienced professional managed IT service providers to support, maintain, and enhance the Town's municipal technology environment. The selected provider will deliver comprehensive IT services, including day-to-day technical support, proactive system monitoring and maintenance, cybersecurity, Microsoft 365 administration, data backup oversight, infrastructure support, and strategic technology guidance. The Town's objective is to establish a reliable partnership that provides secure, responsive, dependable, and cost-effective technology services supported by clearly defined service levels, accountability, and proactive management.

The Town of Landis currently utilizes managed IT services to support municipal facilities, departments, and authorized remote users. The Town's technology environment serves Town Hall, Public Safety, Public Works and Utility facilities, and other Town-operated locations.

The Town utilizes Microsoft 365 and maintains a technology environment consisting of user workstations and laptops, servers, network infrastructure and equipment, municipal business applications, and other technology resources necessary to support Town operations.

The Town requires continuity of IT services while evaluating a new or renewed managed services arrangement. The selected provider will be expected to assess and document the Town's existing technology environment; coordinate an orderly transition from the incumbent service provider, if applicable; safeguard Town data and technology assets; maintain appropriate backup, recovery, and cybersecurity controls; and provide recommendations regarding technology lifecycle management, infrastructure improvements, cybersecurity, and other measures necessary to support the Town's current and future operational needs.

The selected IT management service provider will be expected to provide, at a minimum, the following services:

- Provide managed IT support for Town users, workstations, laptops, servers, network devices, Microsoft 365, email, and supported municipal business applications.
- Provide help desk and remote technical support.
- Provide 24/7 system monitoring and critical incident response.
- Perform patch management and routine system updates.
- Provide and maintain endpoint security and antivirus protection.
- Monitor backup systems and provide data recovery support.
- Provide network and server administration and maintenance.

- Administer and support the Town's Microsoft 365 environment.
- Coordinate with third-party software, hardware, telecommunications, and technology vendors as necessary.
- Implement and maintain appropriate cybersecurity best practices and security controls.
- Assist with technology budgeting, lifecycle planning, and strategic IT planning.
- Maintain current documentation of the Town's IT environment, systems, configurations, and procedures.
- Provide onboarding and transition services, including coordination with the incumbent managed IT service provider, as applicable.
- Provide onsite technical support when required.
- Clearly identify proposed service levels and response times.
- Identify services included in and excluded from the proposed scope of services.
- Describe proposed staffing, support availability, and escalation procedures.
- Provide a clear pricing structure for recurring managed services.
- Identify any one-time onboarding, transition, implementation, or other startup costs separately.

IMPORTANT NOTES:

The awarded provider will be expected to complete the transition of managed IT services within approximately sixty (60) to ninety (90) days following contract award. Exact device counts, service locations, system inventories, and other applicable technology assets will be verified during the procurement and transition planning process.

The awarded provider shall maintain all licenses, certifications, authorizations, and other credentials required to perform the services described in this RFQ and shall comply with all applicable federal, state, and local laws and regulations, including applicable privacy, cybersecurity, records retention, public records, and municipal requirements.

Section 2: Request for Qualifications

Vendors are required to submit a Request for Qualifications (RFQ) that demonstrates the vendor's qualifications, relevant experience, technical capabilities, and understanding of the services to be provided.

All Request for Qualifications submissions must be clearly marked "Managed Information Technology Services" and received no later than *October 15, 2026*, before 2:00 p.m. EST. RFQs submitted by mail, email, or hand delivery must be addressed or delivered to:

Attention: Victoria Martin, Town Clerk
312 N. Main St, Landis, NC 28088 / *townclerk@townoflandisnc.gov*

No RFQs or supporting documents will be accepted after the submission deadline. The Town of Landis assumes no responsibility or liability for costs incurred by contractors in preparing or submitting an RFQ. Firms assume all risks associated with late delivery, regardless of cause.

IMPORTANT NOTE: All employees or personnel of the selected firm who will work on site will be required to submit a background check prior to performing on-site services.

Request for Qualifications Content

1. Request for Qualifications Form & Signature Page:
   The Request for Qualifications Form & Signature Page must be completed and signed by an individual authorized to bind the firm. An RFQ submitted without a completed and signed form may be deemed non-responsive.

2. References:
   The RFQ shall include a list of three (3) references, including the organization name, address, phone number, and contact person. The Town reserves the right to contact references other than, or in addition to, those provided by the firm.

3. Firm Narrative:
   Provide a brief narrative describing the contractor's relevant experience, years in operation, staffing and organizational capacity, and qualifications applicable to the requested services.

4. Property/Liability and Workers' Compensation Certification

5. Independent Contractor Statement

6. E-Verify Affidavit

SECTION 3: RFQ TIMELINE

This is the Town's best estimate of the timeline that will be followed:

Request for Qualifications (RFQ) due: *October 15, 2026, before 2:00 pm*

Presented to the Town Council: *November 5, 2026, at 5:30 pm*

Firm notification & contract negotiation: *November 16, 2026*

SECTION 4: OTHER PROCEDURAL INFORMATION

4.1 Other Procedures and Conditions

The Town reserves the sole discretion and right to reject any and all responses received with respect to the RFQ and to cancel the RFQ process at any time prior to entering into a formal agreement. The Town further reserves the right to request additional information or clarification of information provided in any response. The Town also reserves the right, but is under no obligation, to waive technicalities and informalities. The Town shall make a selection as deemed in its best interest. A response to this RFQ should not be construed as a contract, nor indicate a commitment of any kind.

4.2 Public Records

Upon receipt by the Town, an RFQ is considered a public record except for material that qualifies as "Trade Secret" information under North Carolina General

Statute § 66-152 et seq. The RFQ may be reviewed by Town staff and may also be subject to public records requests. To properly designate material as a trade secret, each firm must take the following precautions: (a) any trade secret material should be submitted in a separate document marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Request for Qualifications," and (b) the same trade secret/confidentiality designation should be placed on each page containing trade secret material.

In submitting an RFQ, each firm agrees that the Town may disclose any designated trade secret material to Town staff involved in the evaluation process and to outside consultants or other third parties retained to assist with the evaluation. Each contractor further agrees to indemnify and hold harmless the Town and its officers, employees, and agents from costs, damages, and expenses incurred in connection with refusing to disclose material designated by the firm as a trade secret. A contractor that designates its entire RFQ as a trade secret may be disqualified from the evaluation process.

REQUEST FOR QUALIFICATIONS ATTACHMENTS

Managed Information Technology Services Form & Signature Page

It is the intent of the Town to select the most qualified responsive vendor based on the vendor's demonstrated qualifications, relevant experience, understanding of the project, ability to perform the requested services, references, and other factors the Town determines are relevant to the project. The Town reserves the right to reject any or all RFQs, request clarification or additional information, and waive technicalities or informalities when deemed to be in the Town's best interest. Following selection, the Town may enter into contract negotiations with the selected contractor.

The undersigned hereby submits this Request for Qualifications for the professional services described in this request and certifies that the information provided is true and complete to the best of the undersigned's knowledge.

Firm's Name: _____

Representative Name/Title: _____

Address: _____

Office Phone: _____ Cell Phone: _____

Website: _____ Email: _____

Compensation, payment terms, and the final scope of services will be established through contract negotiations with the selected firm and incorporated into the resulting professional services agreement.

Authorized Signature: _____ Date: _____

Request for Qualifications References

Please list three (3) client references. The Town reserves the right to contact references other than, and/or in addition to, those being furnished below.

Firm Name: _____

Address: _____

Contact Name: _____ Phone: _____

Business Relationship: _____

Firm Name: _____

Address: _____

Contact Name: _____ Phone: _____

Business Relationship: _____

Firm Name: _____

Address: _____

Contact Name: _____ Phone: _____

Business Relationship: _____

Firm Narrative

Firm Name: _____

Number of Employees: _____ Years of Operation: _____

Current Clients: _____

_____

Please include a brief narrative describing the contractor's qualifications, relevant project experience, key personnel, organizational capacity, and any additional information that demonstrates the contractor's ability to successfully perform the requested services:

_____

_____

_____

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_____

Property/Liability and Workers' Compensation Certification

The selected contractor must provide a Certificate of Insurance including workers' compensation coverage naming the Town as an additional insured with the minimum insurance requirements of $1,000,000.

- I understand that, if my firm is selected, I will be required to provide a Certificate of Insurance with a minimum coverage of $1,000,000 naming the Town of Landis as an additional insured.

- I hereby certify that I have and will maintain in full force and effect a policy of Workers' Compensation Insurance in compliance with the Laws of the State of North Carolina with the following insurance company:

Insurance Company Name: _____

Agent's Name, Address, Telephone: _____

Policy Number: _____ Effective Date: _____

Independent Contractor Statement

It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting the Contractor as the agent, representative, or employee of the Town for any purpose or in any manner whatsoever. The Contractor is to be and shall remain an independent contractor with respect to all services performed.

The Contractor represents that it has, or will secure at its own expense, all personnel required in performing services. Any and all personnel of the Contractor or other persons, while engaged in the performance of any work or services required, shall have no contractual relationship with the Town, shall not be considered employees of the Town and any and all claims that may or might arise under the Unemployment Compensation Act or the Workers' Compensation Act of the State of North Carolina on behalf of said personnel arising out of employment or alleged employment including, without limitations, claims of discrimination against the Contractor, its officers, agents, contractors or employees, shall in no way be the responsibility of the Town; and the Contractor shall defend, indemnify and hold the Town, its officers, agents and employees harmless from any and all such claims irrespective of any pertinent tribunal, agency, board, commission or court. Such personnel or other persons shall neither require nor be entitled to any compensation, rights, or benefits of any kind whatsoever from the Town, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, Workers' Compensation, Unemployment Insurance, disability, or severance pay.

Contractor/Individual Name:

Official Address: _____

Signature & Title: _____

Date: _____

Certification Regarding Lobbying

The undersigned Firm certifies, to the best of his or her knowledge and belief, that:

No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]

The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including Sub-contracts, sub-grants, and Contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(l)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure

Signature of Firm's Authorized Official: _____

Name and Title of Firm's Authorized Official: _____

Date: _____

Note: This form may be signed electronically. All firms proposed for the contract must sign and return this form as part of the solicitation response.