CENTRALINA
REGIONAL COUNCIL

Executive Board
Meeting Agenda

Wednesday, September 13, 2023
Zoom Meeting
Join by computer.
https://us06web.zoom.us/j/86048479609
Join by phone: Dial +3092053325 and
enter Meeting ID: 860 4847 9609

*Chair Bobby Compton will convene a meeting of the Centralina Executive Board **on Wednesday, September 13, 2023, at 5:00 p.m**. The meeting will be held in person at the Centralina Regional Council office, located at 10735 David Taylor Drive, Charlotte NC, 28262. The Zoom link is available above if you plan to attend virtually.*

Time	Item	Presenter
5:00 p.m.	**Executive Board Meeting Call to Order**	Bobby Compton
	Roll Call	
	Moment of Silence	
	Amendments to the Agenda (if any)	
Consent Items: *Consent agenda items may be considered in one motion and without discussion except for those items removed by a Board Member.*		
Item 1 **5:05** *Pages 4-6*	**Approval of June 14, 2023, Executive Board Meeting Minutes** Approval of June 14 Executive Board Meeting Minutes. The minutes from the June 14, 2023, meeting have been distributed to all members of the Executive Board and should be approved if correct. **Action/Recommendation:** *Motion to approve June 14, 2023, Executive Board meeting minutes.*	Bobby Compton
Regular Business Items:		
Item 2 **5:10 p.m.** 10 minutes *Pages 8-52*	**IT Managed Service Provider Contract Approval** The Executive Board is asked to approve a contract for a new IT-managed service provider (MSP). The full recommendation and dollar amount of the contract will be provided to the Board on September 11, 2023. **Action/Recommendation:** *Motion will be added by September 11.*	Geraldine Gardner & Denise Strosser
Item 3 **5:20 p.m.** 5 minutes *Pages 54-56*	**FY23 Final Approved Budget Amendment** FY23 Operating and Pass-Through Final Budget Amendments **Action/Recommendation:** *Receive as information.*	Denise Strosser
Item 4 **5:25 p.m.** 10 minutes *Pages 58-59*	**Raleigh and Federal Relations Update** The Board will receive an update on Centralina's federal and state government engagement activities. **Action/Recommendation:** *Motion to approve the Strategics Consulting performance report for June through August 2023.*	Kelly Weston & Leslie Mozingo
Item 5 **5:35 p.m.** 15 minutes *Pages 61-63*	**Advancing the Plan Committee Update** Centralina staff will provide key updates on the CONNECT Beyond project to keep the Executive Board apprised of current implementation activities and a debrief from the Advancing the Plan Committee's most recent meeting.	Jason Wager

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Time	Item	Presenter
	Action/Recommendation: *Receive as information*	
Item 6 **5:50 p.m.** 10 minutes *Pages 65-66*	**Bolstering Community Economic Resilience** The Community Economic Development (CED) Department will provide an update on the Regional Resilience Collaborative (RRC), the NCARCOG grant for the administration of the FEMA public assistance grant dollars, the North Carolina Association of Regional Councils of Governments (NCARCOG) Disaster Financial Administration Training event in December, the status of FEMA grants Technical Assistance across the region and an overview of how to improve stormwater management in pre-development approvals to enhance resiliency. **Action/Recommendation** *Receive as information*	Christina Danis
Item 7 **6:00 p.m.** 10 minutes *Pages 68-69*	**Nominating Committee** The Board Chair and Executive Director will provide a forecast of the nominating committee and Board Officer election process for the calendar year 2024. **Action/Recommendation** *Receive as information*	Bobby Compton & Geraldine Gardner
6:10 p.m. 5 minutes	**Comments from the Board and staff**	Board Members and Staff
6:15 p.m. 5 minutes	**Comments from the Executive Director**	Geraldine Gardner
6:20 p.m. 5 minutes	**Comments from the Chair**	Bobby Compton
6:25 p.m.	**Adjournment**	Bobby Compton

CENTRALINA

REGIONAL COUNCIL

Item 1

Executive Board Virtual Meeting Minutes
June 14, 2023

Officers Present	Board Members Present	Board Members Not Present	Centralina Staff and Guests Present
Bobby Compton, Chairman Jay McCosh, Vice Chairman Jarvis Woodburn, Secretary	Martha Sue Hall Darrell Hinnant Corinthia Lewis-Lemon Tony Long Elaine Powell Shawn Rush Jennifer Teague	Dante' Anderson Patricia Crump Cathy Davis Kevin Demeny Cathy Davis Brian Helms Gene Houpe Bob Hovis Jay McCosh Jerry Oxsher David Scholl Lynn Shue Jennifer Stepp	Narissa Claiborne Geraldine Gardner Venecia Rock Denise Strosser Kelly Weston ***Guests*** None

Call to Order
Chairman Bobby Compton, Town of Mooresville, called the meeting to order.

Narissa Claiborne, Boards Administrator, called the roll and noted a quorum present.

Moment of Silence
Chairman Compton called for a moment of silence.

Consent Agenda
1. **FY23 Budget Amendment**
2. **Strategic Consulting Activities Report- April-May** Chairman Compton noted that the Strategic Consulting Update is included in the consent agenda due to Ms. Leslie Mozingo's absence due to a scheduling conflict.
3. **Approval of April 12, 2023, Executive Board Meeting Minutes**
4. **Contract Placeholder HCBG Allocation Approval**
5. **Finance Committee Authorization to Approve Final FY23 Budget Amendment**

Chairman Compton reviewed and requested a motion to approve the June 14, 2023, Consent Agenda

Mayor Pro Tem Hall Approved the Motion. Corinthia Lewis-Lemon seconded the consent agenda. The motion passed unanimously.

Amendments to the Agenda.
None.

Regular Agenda Items

6. Centralina Spotlight – Centralina Workforce Development Board
David Hollars, Executive Director of the Centralina Workforce Development Board, shared with the Executive Board a brief history of the Workforce Board and shared the private and public sector partnerships and scope of work that the Centralina Workforce Development Board is working on. Mr.Hollars also shared a short video that overviews the inter working of the Workforce Board and the areas they serve.

7. Overview of Discretionary Grants in Relation to Centralina's Budget
Centralina Executive Director, Geraldine Gardner shared specifics regarding Centralina's setup as a hybrid-style organization and their budget, in particular, revenue including federally funded services, member dues, competitive grants, and technical assistance contracts. Ms. Gardner shared the forecast of potential grants. Lastly, she summed up the presentation by sharing with the Board 2 grants that are currently up for consideration for the Board to approve, including the North Mecklenburg Housing Initiative, which offers 1 million dollars that will be led by Christina Danis, Director of the Centralina Economic Development District. The second grant, Michelle Nance, Deputy the Centralina Regional Council shared, is the Climate Pollution Reduction Grant. She shared that this grant would assist in initiatives to improve mobility networks, improve public health, and implement local and regional economic development strategies, etc.

Commissioner Elaine Powell asked if the Board's input is used to decide what grants to pursue. She also asked about the local match of funds.

Mayor Hinnant asked if the grant North Mecklenburg Housing grant had specifications on how big or small the project needed to be.

With no questions from the Board the Board Chair, Mr. Compton called for a motion to authorize the Centralina Executive Director to enter into 2 separate grant agreements including the North Mecklenburg Housing Initiative and the Climate Pollution Reduction Grant to receive 2 million dollars in Federal funds.

Mayor Darrell Hinnant made a motion to authorize the motion. Mayor Pro Tem Rush seconded the motion. The Board approved unanimously.

8. Centralina FY24 Workplan
Geraldine Gardner, Centralina's Executive Director shared with the board Centralina's workplan and reminded the Board that the Strategic Plan coincides with the organization's Mission and vision. She shared Centralina's goals including leading regional engagement, building local and government capacity, efficiency, and innovation, growing Centralina's portfolio of person-centered services, and striving for organizational excellence. Ms. Gardner highlighted that in total the full scope of work consists of 73 actions to accomplish 17 strategies. Finally, Ms. Gardner shared with the Board the plans for the Centralina 55th Anniversary.

Chairman Compton called for a motion to approve the FY23-24 Workplan. Mayor Pro Tem Rush made the motion. Commissioner Elaine Powell seconded the motion. The motion was passed unanimously.

9. Centralina Advancing the Plan Update
Mayor of Kannapolis Darrell Hinnant shared an update with the Board regarding the Advancing the Plan update. Mayor Hinnant emphasized that regional collaboration was the key to the success of the initiative. He highlighted the committee's first-year goals.

10. Raleigh Relations Update
Centralina's Government Affairs & Member Engagement Coordinator, Kelly Weston shared the State relations update, starting with the Board's Key Advocacy Priorities including CONNECT Beyond Implementation, Financial Administration Assistance and Smaller Communities, and the long-term care ombudsman program. Ms. Weston also shared the legislation that Centralina is watching. Including the 20223 Appropriation Act, S675 Land Use Clarification and Changes, and H600/s686: Regulatory Reform Act of 2023.

Comments from the Executive Board and Centralina Staff
- The Board asked for an update on the earlier talks regarding the Doppler plans.

Comments from the Executive Director
- Michelle Nance has been promoted to the Centralina Deputy Executive Director.
- Jason Wager has been promoted to the New Planning Director.

Comments from the Chair
Chairman Compton shared with the Board upcoming events including:
- Centralina Regional Council won a National Award from the National Association of Regional Councils for work on supporting the local government with the American Rescue Plan. Chairman Compton congratulated Lenessa Hawkins, Kelly Weston, Zsuzsanna Kadar, Kate Fersigner, Tisha Stee, Denise Strosser, and Christina Danis
- Share The Good News information.
- The next Board of Delegates meeting is August 9, 2023
- The next Executive Committee meeting will be held on September 13, 2023

Adjournment
With no further business to be discussed, Chairman Compton adjourned the meeting at 7:05 p.m.

CENTRALINA
REGIONAL COUNCIL

Item 2

Board Agenda Item Cover Sheet

Board Meeting Date:	September 13, 2023	Agenda Item Type:	**Consent:**		**Regular:**	X
Submitting Person:	Geraldine Gardner	**Presentation Time:**	10 minutes			
Presenter at Meeting:	Geraldine Gardner	**Phone Number:**	704-351-7130			
		Email:	ggardner@centralina.org			
Alternate Contact:	Denise Strosser	**Phone Number:**				
		Email:	dstrosser@centralina.org			
Submitting Department:	Administration	**Department Head Approval:**	**Geraldine Gardner**			

Description of Agenda Item: IT Managed Service Provider Contract Approval

The Executive Director and Finance Director will provide a summary of the RFP process to select a new IT Managed Service Provider and will request that the Board approve a 36 month contract with the selected vendor, NetFriends.

Background & Basis of Recommendations:

Since 2017, Centralina has contracted with Brightflow Technologies for managed IT Services, including help desk, cybersecurity, asset management and software services. Since 2020, the Executive Board has approved an annual managed service agreement under Brightflow's "Elite" plan which provides unlimited helpdesk support, cyber security monitoring, monthly on-site visits and leased IT equipment (BrightflowNetwork).

Centralina staff notified the Board last year that we would conduct a Request for Proposals process to procure a new IT MSP vendor. Brightflow and Centralina mutually agreed to transition to a new vendor as of October 31, 2023.

Centralina staff have worked with IT consultants recommended by our auditing firm to support in the design and implementation of an IT procurement process to select a new vendor. Centralina has benefitted from having Business Performance Partner's technical expertise to help us identify our IT needs, current gaps in IT service, desired technical specifications and desired partners/relationship characteristics with a new vendor.

The RFP included a comprehensive statement of Centralina's IT and IT security needs, as well as, desired characteristics of an IT partner. Highlight included:
- Required dedicated account team and personnel assigned to work with us
- Up to 36 month contract term to secure competitive pricing
- Microsoft 365 platform expertise

Selection Process
To find the most suitable Managed Service Provider (MSP) for Centralina, we undertook an exhaustive selection process guided by Business Performance Partners. Initially, we reviewed over 70 MSPs, both national and local, inviting approximately 30 to the RFP issued on August 11, 2023. A review panel composed of the Executive Director, Finance Director, IT Team Lead Staff

Members and HR/Operations Director was formed to work with Business Performance Partners on the solicitation review process.

Centralina received 7 responses which were narrowed to a field of three finalists: Katalyst (Charlotte, NC-based), NetFriends (Durham, NC-based) and XenTegra (Huntersville, NC-based). The criteria for selecting finalists included the overall response encompassing business profile, technology and security competence, pricing, environment-specific support, infrastructure and software recommendations, and the commitment to assign three key personnel for Centralina support. All finalists were interviewed initially on September 1st and then a second round of interviews was conducted on September 5th and 6th. Based on the interview rounds and revised best and final offers, the finalists were scored on the following criteria:

- Response to Project Goals and Scope (35%)
- Fee Proposal (25%)
- Firm Information, Qualifications & References (20%)
- Commitment to Dedicated Personnel (20%)

Recommendation
Based on the final scores and discussion, the review panel recommends NetFriends as the preferred MSP for a 36 month contract. Net Friends' unique blend of personalized service, technical expertise, and operational maturity makes them an optimal choice as Centralina's Managed IT and Security Services Provider.

Net Friends Overview (Selected excerpts from their proposal)
Founded in 1997 and based in Durham, North Carolina, Net Friends offers comprehensive managed IT services, IT security solutions, and IT staffing. With over 25 years of experience, the firm serves a diverse range of clients both locally and nationwide. Net Friends is deeply committed to community building and aims to empower companies to achieve their missions through innovative technology solutions. The firm operates on four core values: fulfilling implicit needs, improving people's lives, treating everyone like a partner, and sharing knowledge. With ~70 employees, Net Friends stands out by offering the personalized attention of a small IT firm, combined with the extensive expertise and resources typically found in a larger organization. This unique blend of personalized service and specialized IT capabilities sets them apart in the market.

Key Differentiators
- **Structured and Methodical Approach:** Net Friends demonstrated an organized and thorough process from the initial response to onboarding and ongoing relationship management. This shows a high degree of process maturity.
- **Compliance and Security:** The firm is SOC 2 Type 2 compliant, highlighting their commitment to stringent process control, policy oversight, and data security.
- **Microsoft 365 Expertise:** Their strong commitment to Microsoft 365 signifies a robust skill set in identity management, endpoint management, application security, and other related capabilities. This alignment with Microsoft's platform can serve Centralina's specific needs effectively.
- **Cost-Effectiveness:** Net Friends provided a competitive and well-considered proposal that was aligned with Centralina's size and requirements. This cost-effectiveness is attributed to their selection of technology tools that are appropriately scaled for Centralina, as well as their operational maturity.

- **Personnel Commitment and Communication:** Net Friends assigned a dedicated account management and technical team from the outset, maintaining high levels of competence and relationship management throughout the proposal process.

Cost Summary. NetFriends proposes a $8,324 monthly cost for a 36-month term with no cost increases during that term. The total annual cost is $99,888 and over the 3-year term is a total of $299,664. NetFriends is finalizing the pricing of several necessary software and security license fees; therefore, staff asks for some flexibility in the final pricing and a total contract amount not to exceed $325,000.

For context, Centralina currently pays $8,140 per month for Brightflow MSP services.

Requested Action / Recommendation:	
Motion to approve NetFriends as Centralina's IT managed service provider and authorize the Executive Director to enter into a 36-month contract for comprehensive MSP services in an amount not to exceed $325,000.	
Time Sensitivity: *(none or explain)*	Vendor selection must occur at the September 13th Executive Board meeting to ensure Centralina is under contract with the new vendor and allow for sufficient onboarding prior to the conclusion of Brightflow's services on or before October 31st.
Budget Impact: *(none or explain)*	Annual costs approximate $99,888. Funding for IT services is part of Centralina's indirect rate.
Attachments: *(none or list)*	• RFP for IT Managed Services (Original Agenda Package • Scoring Summary

- NetFriends Proposal Information
- RFP Analysis Summary Sheets: NetFriends Overall Response and Environmental Response

CENTRALINA REGIONAL COUNCIL

Request for Proposals
IT Managed Services

Date of Issue: August 11, 2023

Submission Deadline:
August 25, 2023
at 6:00pm

Direct all inquiries concerning this RFP to:
Dan Hulen
mspresponse@centralina.org, 804-840-1180

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1.0   PURPOSE AND BACKGROUND

The purpose of the Request for Proposals (RFP) is to solicit proposals for an IT Managed Services and IT Managed Security Services Provider, collectively referred to as MSP, that will work cooperatively in a partial or fully co-managed relationship with Centralina's internal IT person. Centralina has the following objectives for the service and seeks a partner with expertise in the following:

- Infrastructure Monitoring and Response
- Ticketing with Rapid / Timely End-User Response
- Dedicated MSP Account Management and Support Team
- Strong Cybersecurity and Threat Monitoring, Alerting, Response, and Remediation Expertise
- Data Backup and Disaster Recovery Solution
- Microsoft 365 Expertise
- Reporting and Periodic Meetings

Organization Background & Information
Centralina Regional Council is a public organization that was established to serve the needs of the greater Charlotte region, including Anson, Cabarrus, Gaston, Lincoln, Iredell, Mecklenburg, Rowan, Stanly and Union counties. Our mission is to strengthen regional collaboration and improve quality of life, which we accomplish in three distinct ways. We identify regional opportunities and spark action by facilitating area-wide planning, collaboration and problem-solving. We support local governments by giving them the technical support, training and expertise they need to serve their communities. Finally, we provide direct health, aging and workforce services to individuals. Through these three levels of engagement and impact, we seek to unite our region by a common vision for a thriving and prosperous place to live, work and play.

We are one of 16 regional councils in North Carolina established by the General Assembly to meet the region's needs on a wide range of governance issues. Regional councils exist in some fashion across the country although naming conventions can differ. In North Carolina, each council is also designated by a letter – we are known as Region F. More information available at www.ncregions.org/.

Our Core Values
The Centralina team is wholeheartedly dedicated to serving our communities and making a meaningful difference in our region. To do this we LEAD in the way we ACT with each other and our customers:

Listen and speak with care
Embrace boldness and flexibility
Accelerate collaboration
Deliver expertise with respect

Act with integrity and empathy
Commit to our communities
Take care of ourselves and each other

2.0   GENERAL INFORMATION

REQUEST FOR PROPOSALS (RFP) DOCUMENT

The RFP is comprised of the base RFP document, any attachments, and any addenda released before contract award. All attachments and addenda released for this RFP in advance of any contract award are incorporated herein by reference.

RFP SCHEDULE

The table below shows the intended schedule for this RFP. The Contract Lead will make every effort to adhere to this schedule.

Action	Responsibility	Date and Time
Issue RFP	Centralina	August 11, 2023
Submit Intention to Bid	Respondents	ASAP / No later than August 24, 2023
Grant Access to Respondents to RFP Collaboration Website	Centralina	August 17, 2023
Submit Questions to RFP Questions List on Collaboration Website or Via email to mspresponse@centralina.org	Respondents	August 17, 2023
Bidders Conference	Respondents and Centralina	August 22, 2023, 2:00pm – 3:00pm Click to Register
Provide Responses to Questions on Collaboration Website	Centralina	August 24, 2023
Submit Proposals	Respondents	August 25, 2023
Finalists Notified	Centralina	August 30, 2023
Virtual Finalists Interviews	Finalists & Centralina	August 31 – September 12, 2023
Selection and Notification	Centralina	September 15, 2023
Contract Award & Negotiations	Selected Finalist & Centralina	September 18 – September 22, 2023
Begin Onboarding	Selected Finalist	September 25 – October 31, 2023

RFP QUESTIONS

Upon review of the RFP documents, Respondents may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the proposal questions process, Respondents shall submit any such questions by the above due date.

Written questions shall be uploaded to the RFP Collaboration Website -> RFP Questions list or emailed

to Dan Hulen (mspresponse@centralina.org) by the date and time specified above. Respondents will enter "Questions for Centralina MSP RFP" as the subject for the email. Questions submittals must include a reference to the applicable RFP section.

Questions received prior to the submission deadline date, Centralina's response and any additional terms deemed necessary by Centralina will be posted in the RFP Collaboration Website. No information, instruction or advice provided orally or informally by any Centralina personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Respondents shall be entitled to rely *only* on written material contained on the RFP Questions list or an official Addendum to this RFP that will be posted on the Centralina public website.

Centralina shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of Centralina during the competitive process or after award. Centralina is bound only by information provided in this RFP and in formal Addenda.

INSTRUCTIONS

Centralina encourages all potential respondents to read the full RFP document, including all attachments, prior to preparing a response. In addition, Respondents shall note the following:

- COST FOR PROPOSAL PREPARATION**:** Any costs incurred by Respondent in preparing, submitting proposals or participating in finalist interviews are the Respondent's sole responsibility; Centralina will not reimburse any Respondent for any costs incurred prior to award.
- CONFIDENTIAL INFORMATION**:** To the extent permitted by applicable statutes and rules, Centralina will maintain confidential trade secrets that the Respondent does not wish disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Respondent, with specific trade secret information enclosed in boxes or similar indication. Cost information shall not be deemed confidential under any circumstances. Regardless of what a Respondent may label as a trade secret, the determination whether it is or is not entitled to protection will be determined in accordance with G.S. 132-1.2. Any material labeled as confidential constitutes a representation by the Respondent that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under G.S. 132-1.2. Respondents are urged and cautioned to limit the marking of information as a trade secret or as confidential so far as is possible.

DEFINITIONS, ACRONYMS AND ABBREVIATIONS

- **CENTRALINA**: Centralina Regional Council.
- **CONTRACT**: A contract generally intended to cover all normal requirements for the scope of services for a specified period of time based on an agreed upon price.
- **CONTRACT LEAD:** Representative of Centralina who corresponds with potential Respondents in order to identify and contract with that Respondent providing the greatest benefit to Centralina and who will administer the contract for Centralina.
- **RFP**: Request for Proposals.
- **PROPOSAL**: A submission in response to this RFP by a responsible Respondent.
- **QUALIFIED PROPOSAL**: A proposal submitted by a responsible Respondent that is responsive to the requirements of the RFP as outlined in this document.
- **RESPONDENT:** Supplier, Respondent, company, firm, corporation, partnership, individual or other entity submitting a response to this RFP.

NOTICE TO RESPONDENTS REGARDING TERMS AND CONDITIONS

It shall be the Respondent's responsibility to read the Instructions, Centralina's terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Respondents also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP. A copy of Centralina's standard contract with terms and conditions may be requested.

If Respondents have questions, issues or exceptions regarding any term, condition, instruction or other component within this RFP, those shall be submitted as questions in accordance with the instructions in Section 2.3 Proposal Questions. If Centralina determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. Centralina may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, Centralina rejects and will not be required to evaluate or consider any additional or modified terms and conditions or Instructions to Respondents submitted with Respondent's proposal document. This applies to any language appearing in or attached to the document as part of the Respondent's proposal that purports to vary any terms and conditions or Respondents' instructions herein or to render the proposal non-binding or subject to further negotiation. **By execution and delivery of a proposal in response to this Request for Proposals, Respondent agrees that any additional or modified terms and conditions, including Instructions to Respondents, whether submitted purposely or inadvertently, or any purported condition to the offer shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Respondent's proposal as nonresponsive.**

If a Respondent desires modification of the terms and conditions of this solicitation, it is urged and cautioned to inquire during the question period, in accordance with the instructions in Section 2.3, about whether specific language proposed as a modification is acceptable to or will be considered by Centralina. Identification of objections or exceptions to Centralina's terms and conditions in the proposal itself shall not be allowed and shall be disregarded or the proposal rejected. By executing and submitting its proposal in response to this RFP, the Respondent understands and agrees that Centralina may exercise its discretion not to consider any and all proposed modifications a Respondent may request and may accept the Respondent's proposal under the terms and conditions in this RFP.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

METHOD OF AWARD

All Qualified Proposals submitted by the due date and time will be evaluated. Centralina will select award or awards based on the evaluation criteria outlined below. While the intent of this RFP is to award a Contract to single Respondent for all line items, Centralina reserves the right to make separate awards to different Respondents for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a contract, if it is considered to be most advantageous to Centralina to do so. Centralina reserves the right to waive any minor informality or technicality in proposals received.

CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date proposals are submitted through the date the contract is awarded—each Respondent submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the purchaser named above, department secretary, agency head), or private entity, if the communication refers to the content of Respondent's proposal or qualifications, the contents of another Respondent's proposal, another Respondent's qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals and/or the award of the contract. <u>A Respondent not in compliance with this provision shall be disqualified from contract award</u>, unless it is determined in Centralina's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of Centralina would not be served by the disqualification. A Respondent's proposal may be disqualified if its sub-contractor and supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision.

PROPOSAL EVALUATION PROCESS

Centralina shall review all Proposals to this RFP to confirm that they meet the specifications and requirements of the RFP and were submitted by the stated deadline. Only those deemed as Qualified Proposals will be sent for evaluation by the selection committee.

a) Proposals are requested for the scope of services as specified. Centralina reserves the right to reject any proposal on the basis of fit, form and function as well as cost. All information furnished on this proposal may be used as a factor in determining the award of this contract.

b) Centralina will review and assess Qualified Proposals according to the evaluation criteria listed in below .

c) Centralina will rank all Qualified Proposals and may select a finalist group of Respondents to take part in a short interview with Centralina leadership; alternatively, Centralina may make a final selection without the need for a finalist interview. If a finalist group is needed, Centralina may request additional formal responses or submissions from any or all Finalists for the purpose of clarification or to amplify the materials presented in any part of the proposal. Finalists are cautioned, however, that Centralina is not required to request clarification, and often does not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Respondent. Prices proposal cannot be altered or modified as part of a clarification.

d) Upon completion of the evaluation process, Centralina will make award(s) based on the evaluation and notify Respondents via email of the award(s). Award of a Contract to one Respondent does not mean

that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to Centralina. All Respondents will be notified regarding the status of their Qualified Proposal by the date of the proposed contract award in the schedule above.

PROPOSAL EVALUATION CRITERIA

Centralina staff will evaluate individual submittals in context of the Respondent's overall capabilities, experience and the information provided in each response. Any Respondent determined to be technically unqualified, or whose submittal is deemed unresponsive, will not be considered. Consultants responding to this RFP will be evaluated on the following basis:

Response to Project Goals and Scope	35%
Fee Proposal	25%
Firm Information, Qualifications & References	20%
Commitment to Dedicated Personnel	20%

INTERPRETATION OF TERMS AND PHRASES

This Request for Proposals serves two functions: (1) to advise potential Respondents of the parameters of the solution being sought by the agency; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. As such, all terms in the Request for Proposals shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the Department will take into consideration the degree to which Respondents have proposed or failed to propose solutions that will satisfy the Department's needs as described in the Request for Proposals. Except as specifically stated in the Request for Proposals, no one requirement shall automatically disqualify a Respondent from consideration. However, failure to comply with any single requirement may result in Centralina exercising its discretion to reject a proposal in its entirety.

4.0   PROPOSAL REQUIREMENTS & SUBMITTAL

This Section lists the requirements related to this RFP and the procedure for submitting Proposals in response to this RFP.   By submitting a Proposal, the Respondent agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Respondent is unclear about a requirement or specification or believes a change to a requirement would allow for Centralina to receive a better proposal, the Respondent is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with the RFP Instructions.

PROPOSAL PREPARATION & SUBMITTAL

Respondents shall note the following requirements for Proposal format and submittal instructions:

- FORMAT: Respondents shall deliver one **(1) signed, original proposal in a digital format** such as Adobe Acrobat PDF, and one **(1) copy of your MSP Response Template in Excel Format**. Proposals are limited to 20 pages maximum, with an additional two (2) pages maximum for the cover letter and five (5) pages maximum for any appendix.
- ORGANIZATION: All Proposals shall be arranged in the following order. See below for the full requirements.
- SUBMITTAL INSTRUCTIONS:
    - Digital Copies: Proposal, MSP Response Template, and all attachments shall be emailed to mspresponse@centralina.org by August 25, 2023 at 6:00pm. Respondents to enter "Proposal Submission for Centralina MSP RFP" as the subject for the email.
- **IMPORTANT NOTE: It is the responsibility of the Respondent to have the proposal submitted electronically by the specified time and date listed above. This is an absolute requirement. The original hard copy of the proposal must postmarked by the submittal deadline.** Any proposal received after the proposal submission deadline will not be accepted   or evaluated. Attempts to submit a Proposal via facsimile (FAX) machine in response to this RFP will **not** be accepted.
- ADDENDA: Critical updated information may be included in Addenda to this RFP. It is important that all Respondents proposing on this RFP periodically check Centralina's website   at https://centralina.org/insights/?_categories=rfq-rfp for any Addenda that may be issued prior to the proposal deadline date. All   Respondents shall be deemed to have read and understood all information in this RFP and all Addenda thereto.
- WITHDRAWAL OF PROPOSAL: A proposal may be withdrawn only in writing and only by the office issuing the RFP   prior to the time for the opening of proposals identified on the cover page of this RFP (or such later date included in an Addendum to the RFP). A withdrawal request shall be on Respondent's letterhead and signed by an official of the Respondent authorized to make such request. Any withdrawal request made after the opening of proposals shall be allowed only for good cause shown and in the sole discretion of Centralina.

PROPOSAL CONTENTS

To ensure a uniform review process and to obtain the maximum degree of comparability, it is required that proposals are organized in the manner specified in this section. Respondent's proposal shall include the required elements outlined below, populating all attachments of this RFP that require information   and including an authorized signature where requested. Additional details required for each Proposal section are listed below.

A. **RFP Package must include the following components in order:**

Section
1. RFP Checklist
2. Cover Letter
3. Firm Qualifications and Experience
4. Proposed Strategy and Technical Approach
5. Proposed Pricing
6. Key Personnel Experience
7. Appendices

a. Requested Resumes
b. Requested Attachments
c. Administrative Attachments

Section 1: RFP Checklist
- Complete and submit the RFP Checklist available in Attachment A of this RFP. (Note: Respondent may recreate Attachment A so long as the content is consistent)

Section 2: Cover Letter

Provide a cover letter not exceeding two (2) pages, which is signed by an officer of the firm who is responsible for committing the firm's resources.
The cover letter should provide the following:
- Respondent's name, primary contact name, business address, phone number, fax number and email address;
- Name and title of the individual with responsibility for the response and who will receive correspondence regarding this RFP;
- A brief statement of the Respondent's understanding of the services required and qualifications to provide MSP services;
- A list of any subcontractors and reason for teaming on the RFP; also include the subcontractor's primary contact name, business address, phone number, email; and confirm that your insurance properly covers subcontractor work.
- Confirmation that you and your subcontractors conduct background checks on all personnel.
- Such other information as the Respondent deems appropriate.

Section 3: Firm Qualifications and Experience
In this section, Respondent shall provide firm and staff qualifications and demonstrate the firm's prior experience in delivering IT Managed Services and Managed Security Services.

Please complete and submit within this section:
- Attachment B –References Sheet (Note: Respondent may recreate Attachment B so long as the content is consistent)

Section 4: Proposed Strategy and Technical Approach
In this section, Respondent shall provide the firm's proposed strategy and technical approach to meet the Scope of Work requirements outlined in Section 5 below.

Specific areas of the approach that the Respondent should address include:
- Respondent's (your own) Proposal / Narrative
- Completed Centralina MSP Response Template

Section 5: Proposed Pricing
Respondents shall provide a detailed price proposal based on their approach to delivering the scope of services in this RFP. The format of the proposed pricing should adhere to the summary pricing outline in Attachment C, and also include Respondent's typical MSP contract outlining products and pricing in more detail. Note that Centralina is unable to accept unlimited reimbursable expenses. Any proposed reimbursable expenses must be capped in the price proposal.

Please complete and submit within this section:
- Attachment C– Pricing Proposal (Use Centralina MSP Response Template) and also include any details with your regular contract pricing proposals to provide further context for the summary pricing information in the response template.
- Attachment D – Location of Workers Utilized by Respondent

Section 6: Key Personnel Experience
Respondents shall provide a summary of qualifications for key personnel and any subcontractors proposed

to work on the scope of work under this contract. Summary of qualifications should not replicate details to be provided in resumes in the appendix, rather highlight how the individuals' experience is relevant for this scope of work.

Provide copies of the following in an appendix:
- Organizational chart of Respondent and any subcontractors
- Individual resumes for requested <u>Dedicated Account Manager and Technicians</u> (no more than 2 pages each)

Section 8: Appendix Administrative Information
- Attachment - E Proof of Liability Insurance with its Limits
- Attachment - F Certification of Financial Conditions
- Acknowledged Addenda, if applicable

ADDITIONAL REQUIREMENTS
Respondents shall note the following requirements of Respondents to this RFP and fully review the standard Centralina contract for services provided in Attachment E.
- IRAN DIVESTMENT ACT: As provided in G.S. 147-86.59, any person identified as engaging in investment activities in Iran, determined by appearing on the Final Divestment List created by the State Treasurer pursuant to G.S. 147-86.58, is ineligible to contract with Centralina.

5.0   SCOPE OF WORK EXPECTATIONS

The following scope of work tasks have been prepared as a guide to help the interested Respondent understand the expected product from this work engagement. Items identified as required for the RFP response should be addressed in the respondent's submittal. Required and optional requirements for the study scope of work are also noted. Respondents are encouraged to provide suggestions to this scope that would improve the end product.

SCOPE

- **Infrastructure Monitoring and Response**
    - 24/7 monitoring and response for cybersecurity threats and incidents or high-severity operational failures
    - 9x5 monitoring and response for help desk and other operating issues in accordance with a reasonable SLA based on severity and impact.
    - Seeking an MSP with expertise to manage and monitor the Core Infrastructure, Endpoints and Microsoft 365 operating environment (see Appendix 1 for details).
    - Ideal candidate will agree to co-manage the Remote Monitoring and Management (RMM) solution whereby Centralina purchases and owns the RMM solution and the MSP manages it. The RMM expected features include: Monitoring and Alerting, OS & 3rd-Party Patch Management, Endpoint Policy Management, Software Packaging & Deployment, Remote Access, and Reporting.
- **Ticketing with Rapid / Timely End-User Response**
    - Seeking an MSP who has sufficient capacity and a track record of delivering end-user support rapidly with no more than a 1 hour wait time for any user request made during a 9x5 support window.
    - Ideal MSP candidate will have a web-based, on-demand Support Queue that will allow our end-users to request immediate assistance from the next available technician, and ability for our end-users to choose a convenient time from the MSP's shared support calendar.
    - Ideal MSP candidate will provide Centralina's Internal IT Support resource access to the MSP's Ticketing solution whereby tickets can be managed, routed, and reported upon. Alternatively, Centralina may elect to license their own Ticketing system and ask the MSP to leverage it or integrate into it.
- **Dedicated MSP Account Management and Support Team**
    - Seeking an MSP who has sufficient capacity to identify a Dedicated Account Relationship Manager and two (2) or more Dedicated Technicians that learn and understand Centralina's environment, and who will **not** be rotated out, except for reasons of termination, for at least two (2) years. Note that the two dedicated technicians do not have to be the only technicians supporting the on-demand Support Queue described above; however, escalations would be expected to engage one of the Dedicated Technicians.
- **Strong Cybersecurity and Threat Monitoring, Alerting, Response, and Remediation Expertise**
    - Seeking an MSP that demonstrates strong cybersecurity expertise, ideally with certified security professionals (e.g. CISSP, CISM, or equivalent) on staff and/or leveraging an MSSP partnership relationship with Managed Detection & Response (MDR) or equivalent 24/7 monitoring and immediate response capabilities including but not limited to isolating a compromised computer for remediation and locking out suspicious users from logging in.
    - MSP will configure and deploy a market-leading Endpoint Detection & Response (EDR) solution.
    - MSP will minimally configure and monitor log event data from the EDR agent, Fortinet Firewall, and Microsoft 365 environment.
    - Ideal MSP candidate will have experience in Incident Response and Threat Hunting
    - Ideal MSP candidate will operate their own and our environment in accordance with the NIST Cybersecurity Framework, AICPA SOC 2, or equivalent industry-recognized framework and have associated certification(s).
- **Data Backup and Disaster Recovery Solution**
    - Seeking an MSP that delivers reliable backup capabilities for on-premise and cloud-based backup capabilities with on-premise caching and cloud replication that allows rapid

restoration of servers, services or data.
- On-premise backup needs includes backing up servers, Active Directory (properly), file shares, and SQL Server databases (properly).
- On-premise backup solution should have ability to spin up servers/services from the local cache or cloud repository.
- Cloud backup needs principally include Microsoft 365; however the ideal solution will have capabilities for other common SaaS solutions.
    - o Ideal candidate will agree to co-manage the backup solution whereby Centralina purchases and owns the tenancy and the MSP manages the process.
- **Microsoft 365 Expertise**
    - o Seeking an MSP with experience in the Microsoft 365 platform including especially Microsoft 365 Licensing, Azure Active Directory (Entra) including policy configurations such as conditional access and Single-Sign-on and Exchange Online.
    - o Ideal candidate will have experience in Microsoft Teams and effective use of OneDrive and SharePoint for information management including leveraging retention and tagging policies.
    - o Ideal candidate will have experience with Microsoft Intune with ability to use this solution for Endpoint Policy Management (including Mobile Devices in the future), OS Patch Management, and Software Package and Deployment Management.
- **Reporting and Periodic Meetings**
    - o MSP will provide periodic reports including Security, Operations Health, and Asset Inventories, and will also conduct a regular scheduled 2-week Environment and Project Update Meeting, as well as a quarterly Account Relationship Manager meeting with the internal IT committee. For specific reports and meeting details please see Appendix 3.

TIMELINE

Centralina is working in accordance with the following timeline:

- September 18 – September 22, 2023 – Final Negotiations and New MSP contract Awarded
- September 25 – October 31, 2023 – New MSP transitions accounts, services, and data from incumbent MSP
- **October 31, 2023 – Incumbent MSP is no longer servicing Centralina**

APPENDIX 1: IT Environment Details

Following is a list of software, infrastructure and systems with a column called "MSP Expectation". On items listed as "Replace" we are expecting that the MSP will provide a solution provide licensing costs. This information is available in the MSP Response Template where Respondents will indicate their agreement with the MSP expectation.

Category	Subcategory	System	MSP Expectation
01 - General Software	Productivity	Adobe Pro	Deploy, Patch, Support
01 - General Software	Productivity	MS 365 Business Standard (71), Business Basic (20), MDO (36)	Deploy, Patch, Support
01 - General Software	Productivity	MS Office Suite, Teams, OneDrive, Publisher	Deploy, Patch, Support
01 - General Software	Productivity	MS Project (1), MS Visio (1)	Deploy, Patch, Basic Support
01 - General Software	Web Conferencing	Zoom	Deploy, Patch, Basic Support
02 - Marketing & Engagement	Website Hosting	WPEngine & Wordpress - Aging	Replace, Patch, Support
02 - Marketing & Engagement	Website Hosting	WPEngine & Wordpress	Replace, Patch, Support
04 - Finance/ERP Software	ERP	AccuFund	Co-Manage with Internal IT Internal IT: Deploy & Support w/ 3rd Party MSP: Deploy Updates / Software Packaging
04 - Finance/ERP Software	ERP Employee Portal	AccuGov	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Patch & Support
07 - Security & Compliance	Cyber and Compliance Training	PII Protect	Replace, Support
07 - Security & Compliance	EDR + Managed Detection & Reponse	Huntress	Replace, Support
07 - Security & Compliance	Email / Encryption	ZixCorp	Replace, Support
07 - Security & Compliance	Email / Spam Advanced Protection	Inky	Replace, Support
07 - Security & Compliance	Endpoint Detection and Response (EDR)	SentinelOne	Replace, Support
07 - Security & Compliance	Managed Detection & Reponse for M365	OfficeProtect	Replace, Support
07 - Security & Compliance	Vulnerability Scanning & Reporting		Replace, Support
08 - Infrastructure	Backup & Recovery	Acronis Backup	Replace, Support (Replacement may be owned by CCOG)
08 - Infrastructure	Backup & Recovery	DropSuite	Replace, Support (Replacement may be owned by CCOG)
08 - Infrastructure	End User Help Desk Support	55 Employees, 3 Contractors	Co-Manage with Internal IT MSP - 1st Line of Basic Support via On-demand Queue (e.g. Passwords, Access) Internal IT - 2nd Tier escalation for Users & Business Applications Support MSP - 2nd Tier for Infrastructure (server, network, etc.) Support MSP - 3rd Tier escalation for all other support.
08 - Infrastructure	Computers	Windows 10/11 (108), Mac (1) 63 Computers Allocated as Primary Devices 25 Computers Allocated as Secondary Devices (e.g. Laptop) Remaining Spares or Retired Primarily Dell or HP with a few Microsoft, and old Lenovo ThinkCentre spares. Basic Layout: 2 Monitors, Docking Station, Mouse, Keyboard, Camera.	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Patch & Support
08 - Infrastructure	Domain Name Services	CloudFlare	Replace, Co-Manage with Internal IT
08 - Infrastructure	Domain Registrar	Godaddy	Co-Manage with Internal IT
08 - Infrastructure	Email / Spam Protection	Microsoft 365 Microsoft Defender for Office (MDO)	Deploy, Support
08 - Infrastructure	Identity & Access Management	Active Directory	Deploy, Patch, Support
08 - Infrastructure	Identity & Access Management Integration	Azure AD Connect	Patch, Support
08 - Infrastructure	Identity & Access Management, MFA	Azure Active Directory	Support
08 - Infrastructure	Identity & Access Management, MFA	Authy	Replace, Support
08 - Infrastructure	Internet	Crown Castle Fiber 300/300	Co-Manage with Internal IT
08 - Infrastructure	MSP/IT Documentation	ITGlue	Replace, Support
08 - Infrastructure	MSP/Remote Monitoring & Management	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)
08 - Infrastructure	MSP/Patch Management (OS & 3rd-Party)	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)
08 - Infrastructure	MSP/Endpoint Policy Management	NinjaRMM	Replace, Support (Replacement may be owned by CCOG)
08 - Infrastructure	MSP/Software Packaging	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)
08 - Infrastructure	MSP/Remote Access	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)
08 - Infrastructure	MSP/Reporting	IT Glue/NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)
08 - Infrastructure	Network - Firewall	Fortinet - Fortigate 60F	Patch, Support
08 - Infrastructure	Network - Switches	Fortinet - FortiSwitch (4xS148EP 48 Port Switches)	Patch, Support
08 - Infrastructure	Network - VPN	Fortinet - Forticlient	Patch, Support
08 - Infrastructure	Network - Wireless	Fortinet - FortiAPs (2)	Patch, Support
08 - Infrastructure	Printers	AltaLink C8170, Xerox Versant 180 Press (From Pics) Xerox EX-I 180, Xerox WorkCentre 7970 (From Onboarding Doc)	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Basic Support for End-User Drivers
08 - Infrastructure	Printers	HP DesignJe T795 Plotter	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Basic Support for End-User Drivers
08 - Infrastructure	Remote Access	TSPlus	Patch, Support
08 - Infrastructure	Servers - Host Servers	Windows Server 2016 (1) & 2019 (1)	Patch, Support
08 - Infrastructure	Servers - Other Physical Servers	Windows Server 2016 (1) & 2019 (1)	Patch, Support
08 - Infrastructure	Servers - SQL Server	Hosted on Virtual Server CCOGFIN2018	Patch, Support
08 - Infrastructure	Servers - Virtual Servers	Windows Server 2016 (1), 2019 (3), Windows 10 Pro (2)	Patch, Support

Following is a list of software, infrastructure and other systems that will be Internally Managed by Centralina's internal IT resource. This information is provided so that the MSP candidates have a better understanding of the rest of the environment. Final negotiations with the selected MSP may include requests to further support these areas if the MSP has the required competencies.

Category	Subcategory	System	MSP Expectation
01 - General Software	Productivity	Adobe Creative Cloud	Internally Managed
01 - General Software	Productivity: Collaboration	Mural	Internally Managed
01 - General Software	Productivity: Dictation Software	Dragon - Naturally Speaking	Internally Managed
02 - Marketing & Engagement	CRM: Email Tool	Constant Contact	Internally Managed
02 - Marketing & Engagement	CRM: Social Media Management	Loomly	Internally Managed
02 - Marketing & Engagement	CRM: Subscription Management	ListServ	Internally Managed
02 - Marketing & Engagement	CRM: Survey Tool	Poll Everywhere	Internally Managed
02 - Marketing & Engagement	CRM: Survey Tool	Survey Monkey	Internally Managed
02 - Marketing & Engagement	Graphic Design	Canva	Internally Managed
02 - Marketing & Engagement	Graphic Design	Adobe Stock 10 Images	Internally Managed
02 - Marketing & Engagement	Website Hosting	Fastly	Internally Managed
03 - HR Management Software	HR Management System	NeoGov	Internally Managed
03 - HR Management Software	HR Performance Management	Trakstar	Internally Managed
03 - HR Management Software	Learning and Development	LinkedIn Learning	Internally Managed
03 - HR Management Software	Talent Management	Accrosoft	Internally Managed
04 - Finance/ERP Software	ERP Solution	Accrisoft	Internally Managed
04 - Finance/ERP Software	Finance: Asset Management	Asset Tiger	Internally Managed
05 - Other Department Software	GIS Software	ESRI/ARCServe	Internally Managed
05 - Other Department Software	Postal Mailing Folder	MBM 208J Manual Folder	Internally Managed
05 - Other Department Software	Postal Mailing Machine	Pitney Bowes	Internally Managed
06 - Audio/Visual	In-Room Conferencing	5 Rooms Yealink Video Conferencing System with TVs & Devices + Desktop Meeting Management	Internally Managed
06 - Audio/Visual	In-Room Training / Conferencing	Yealink Video Conferencing System Main Training Room 2 TVs & Yealink Devices + Desktop Management Unit, Yealink Full Room Camera, 6 x In-Ceiling Microphones, 2 x Shure AULXD4 Digital	Internally Managed
06 - Audio/Visual	Visitor & Employee Announcements	2 TVs w/ Devices	Internally Managed
07 - Security & Compliance	Paper Shredding	Carolina Shred	Internally Managed
08 - Infrastructure	Certificates	R3 Let's Encrypt	Internally Managed
08 - Infrastructure	Passwords	Password Management	Internally Managed
08 - Infrastructure	Telephone System	8x8 Cloud-based Solution	Internally Managed

APPENDIX 2: Statistics

Following are a set of statistics to help candidates understand the workload.

Personnel Count

We expect that any pricing based on user counts will be adjusted based on the current count. For example, if the personnel count is reduced we would expect to pay less for our monthly bill. For purposes of quoting we need you to quote a 110% of the current count below (i.e. 64)

Personnel Type/Group	# of Personnel
Employees	**55**
Aging	19
Planning	9
Admin	7
CED	7
Workforce	6
Finance	4
GAME	3
Contractor	**3**
Various	3
Grand Total	**58**

New MSP Estimated Hours/Month Commitment after Onboarding is Complete:

	Hours per Month
Average Current MSP Hours/Month	75
New Internal IT Resource Expected Hours/Month	45
New MSP Expected Hours/Month	30

Current MSP Licenses:

License Name	Active	Consumed	Unused
Windows Store For Business	1000000	0	1000000
Office 365 Enterprise E3	1	1	0
Microsoft Power Automate Free	10000	58	9942
Microsoft Powerapps And Flow	10000	1	9999
Microsoft 365 Business Standard	71	71	0
Power Bi (Free)	1000000	3	999997
Microsoft 365 Business Basic	20	19	1
Project Online Professional	1	1	0
Microsoft Defender For Office 365 (Plan 1)	36	35	1
Nonprofit Portal	25	0	25
Rights Management Service Basic Content Protection	1	0	1

Ticket Statistics

Please note that Sherika Rich is currently serving as an internal IT coordinator only so all tickets have historically been forwarded to the incumbent MSP. The new Internal IT Support representative will be conducting end user support in collaboration with the new MSP candidate in accordance with the following model:

- Tier 1 / First line of support.
    a. MSP - Basic End User Support (e.g. Passwords, Access, Productivity) and triage via On-demand Queue
- Tier 2
    a. Internal IT - Escalation for more Advanced end-user and specific business applications support
    b. MSP – Escalation for Infrastructure (e.g. server, network, Microsoft 365 platform, etc.) Support
- Tier 3
    a. MSP - 3rd Tier escalation for all other support to Dedicated Technicians

Tickets Opened by User Last 30 Days
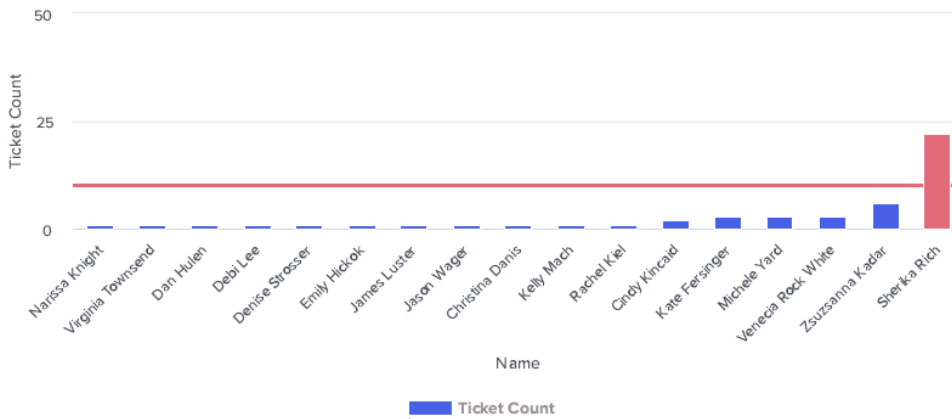
Types of Ticket in last 30 days

I.T: 57% (42)
Network: 1% (1)
OFFBoarding: 1% (1)
ONboarding: 1% (1)
Mail: 3% (2)
O365: 12% (9)
Backup 24% (18)

Legend: Network, OFFBoarding, ONboarding, Mail, O365, Backup, I.T
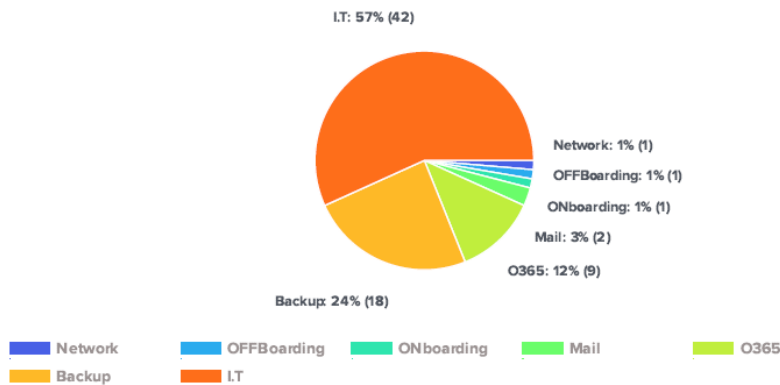
APPENDIX 3: Reports and Meetings

Following are reports and meetings that we are requesting from the new MSP.

Report Name	Frequency	Description
Monthly Security Reports	Monthly	Comprehensive overview of security events, incidents, vulnerabilities, and threat landscape.
Network Performance and Health Report	Monthly	Assessment of network performance metrics, uptime, bandwidth utilization, and issue identification.
Patch Management Report	Monthly	Summary of applied patches, updates, and vulnerabilities addressed during the month.
Backup and Disaster Recovery Report	Monthly	Details on successful backups, RPOs, RTOs, and incidents related to data loss or recovery.
Firewall and IDS/IPS Report	Monthly	Overview of firewall rule changes, blocked intrusion attempts, and IDS/IPS effectiveness.
Threat Intelligence Report	Quarterly	Overview of emerging threats, vulnerabilities, and attack trends to stay informed about risks.
Asset Inventory and Management Report	Quarterly	List of hardware/software assets, status, updates, and vulnerabilities for effective management.
SLA Compliance Report	Quarterly	Review of MSP's performance against SLAs, response times, issue resolution, and service quality.
User Activity and Access Report	Quarterly	Summary of user activity, access logs, authentication events, and unusual user behavior.
Phishing Simulation and Training Report	Quarterly	Results of phishing simulations, user engagement, and security awareness training effectiveness.
Security Compliance Report	Annually	Assessment of compliance with security standards (e.g., Privacy) and recommendations.
Incident Response Report	As needed	Detailed report on security incidents, breaches, actions taken, and lessons learned.

Meeting	Frequency	Description
Environment and Project Status Meeting with Centralina Internal IT Support Resource	Every 2 Weeks	Overview of the current status of IT systems, networks, and services (20 Minutes) •Brief mention of any major incidents, outages, ongoing security incidents, or breaches. •Highlight progress in incident response and resolution. •Patch and Update Review: Rapid review of recent patches, updates applied, and any critical updates. •Backup and Recovery Check: Rapid overview of recent backups, recovery tests, and addressing concerns. •Phishing Simulation Results: Quick discussion of recent phishing simulation outcomes. Infrastructure and Project Update (20 minutes): •Rapid overview of planned or recent infrastructure changes. •Brief updates on ongoing projects and initiatives. Feedback, Issue Resolution, and Wrap-Up (5 minutes): •Collect immediate feedback on service-related concerns. •Address minor issues that can be quickly resolved. •Summarize key takeaways from the meeting. •Confirm action items, responsibilities, and deadlines.
Strategic Account Relationship Manager Meeting with IT and Centralina Management Team	Every 4 Months	Opening and Overview (5 minutes): •Welcome and introduction to the meeting's purpose. •Briefly outline the agenda for the session. Strategic Discussion: Technology and Threats (20 minutes): •Emerging Technology and Threat Landscape Discussion: •Review recent technological advancements. •Discuss potential benefits and alignment with strategic goals. •Explore cybersecurity implications of emerging tech. •Identify strategies to stay proactive against emerging threats. Customer Experience and Satisfaction (10 minutes): •Discuss recent customer feedback and satisfaction metrics. •Identify areas of improvement and share success stories. •Engage in a constructive dialogue about enhancing customer experience. Strategic Alignment and Next Steps (10 minutes): •Evaluate alignment of IT and security strategies with organizational goals. •Discuss any adjustments needed to maintain alignment. •Open the floor for additional strategic topics, questions, or concerns. •Identify action items, responsibilities, and next steps based on discussions. Wrap-Up and Conclusions (5 minutes): •Summarize the key takeaways from the meeting. •Express appreciation for collaborative strategic discussions. •Confirm action items and set expectations for follow-up.

Attachments outlining what respondents must prepare for this RFP begin on the next page.

ATTACHMENT A: REQUEST FOR PROPOSAL CHECKLIST

Centralina MSP RFP
RFP Response Checklist

RESPONDENT NAME: _____

SECTION	CHECKLIST	CHECK BOX	(Centralina USE ONLY)
1	**RFP CHECKLIST**		
2	**RFP Cover Letter**		
3	**Firm Qualifications and Experience**		
4	**Proposed Strategy and Technical Approach**		
	✓ Respondent's (your own) Proposal / Narrative		
	✓ Completed Centralina MSP Response Template		
5	**Training Development and Deployment History**		
	✓ References - Attachment B (Use MSP Response Template)		
6	**Proposed Pricing**		
	✓ Pricing Proposal – Attachment C (Use MSP Response Template)		
	✓ Location of Workers Utilized by Respondent– Attachment D		
7	**Key Personnel Experience**		
	✓ Organizational charts		
8	**Appendices & Administrative Information (Does Not Count to Page Limitation)**		
	✓ Key Personnel Resumes		
	✓ Proof of Liability and its Limits – Attachment E		
	✓ Certification of Financial Condition – Attachment F		
	✓ Acknowledgement of Addenda (If Applicable)		

<u>SUBMIT</u>
Respondents shall deliver one **(1) digital PDF format** of all documents in the checklist and **(1) Excel Format Centralina MSP Response** with your responses contained therein.

PLEASE DO NOT UPLOAD YOUR PROPOSAL SUBMISSIONS TO THE COLLABORATION WEBSITE; INSTEAD PLEASE SEND YOUR TWO DOCUMENTS TO THE EMAIL ADDRESSES mspresponse@centralina.org.

ATTACHMENT B: REFERENCES

Respondent **must** provide a minimum of three (3) references for whom you have performed similar services as described herein. **Note:** E-mail addresses must be valid. Failure to provide a valid email may subject the Respondent's proposal to rejection.

This information has been reproduced in the Centralina MSP Response Template that you will receive. Please utilize that document to provide your information.

Reference 1:

Client Name	
Type of Service / Scope of Work	
Performance Dates	
Contact Name	
Phone	
Email	

Reference 2:

Client Name	
Type of Service / Scope of Work	
Performance Dates	
Contact Name	
Phone	
Email	

Reference 3:

Client Name	
Type of Service / Scope of Work	
Performance Dates	
Contact Name	
Phone	
Email	

ATTACHMENT C: PRICING PROPOSAL

In addition to completing this cover sheet, Respondents shall provide a detailed price proposal based on their approach to delivering the scope of services in this RFP. Note that Centralina is unable to accept unlimited reimbursable expenses. Any proposed reimbursable expenses must be capped in the price proposal.

This information has been reproduced in the Centralina MSP Response Template that you will receive. Please utilize that document to provide your information.

1-Time Cost

Total Onboarding 1-Time Cost	
Total Licensing 1-Time Cost	
Total 1-Time Cost	

Recurring Service Costs

Proposed Contract Term	
Total Monthly Recurring Cost	
Total Annual Recurring Cost	
Total Services Contract Term Cost	

Recurring Licensing Costs

Total Monthly Recurring Licensing Costs	
Total Annual Recurring Licensing Cost	
Total Licensing Contract Term Cost	

Total Contract Costs

Total Reimbursable Expenses Cap	
Total Contract Cost (1-Time + Recurring)	

Please attach a full price proposal that references the specific tasks and deliverables outlined in Section 5 – SCOPE OF WORK. The format of the price proposal is at the discretion of the Respondent and may be adjusted based on Respondents standard pricing and contract templates.

ATTACHMENT D: LOCATION OF WORKERS UTILIZED BY RESPONDENT

In accordance with NC General Statute 143-59.4, the Respondent shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of this Contract. Centralina or its designee will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award. Please complete items a, b, and c below.

Will any work under this Contract be performed outside the United States?

☐YES	☐NO

If the Respondent answered "YES" above, Respondent shall complete items 1 and 2 below:

1. List the location(s) outside the United States where work under this Contract will be performed by the Respondent, any sub-Contractors, employees, or other persons performing work under the Contract:

2. Describe the corporate structure and location of corporate employees and activities of the Respondent, its affiliates or any other sub-Contractors that will perform work outside the U.S.:

The Respondent agrees to provide notice, in writing to Centralina, of the relocation of the Respondent, employees of the Respondent, sub-Contractors of the Respondent, or other persons performing services under the Contract outside of the United States

☐YES	☐NO

Identify all U.S. locations at which performance will occur:

ATTACHMENT E: CERTIFICATION OF INSURANCE

Respondent should attach proof of insurance in accordance with the following:

MSP shall provide and maintain at its sole cost and expense during the term of an Agreement, insurance coverage in accordance with best industry practices, and sufficient in any case, to protect the assets subject of an Agreement from loss due to theft, fraud, and /or undue physical damage. MSP will procure and maintain and ensure that any of its subcontractors approved pursuant to an Agreement procure and maintain insurance as follows:

A.   Workers compensation with statutory limits in compliance with applicable State and Federal laws. Employer's liability with minimum limits of $100,000 each accident/$100,000 disease each employee/$500,000 disease policy limit.

B.   Commercial general liability covering all operations performed by MSP or by any MSP subcontractor with a minimum limit of the greater of (i) $1,000,000 or (ii) the actual value of an Agreement per occurrence with an unlimited aggregate or at amounts to be determined by Centralina, to include Contractual liability covering MSP's assumption of liability under indemnification of Centralina, with the same limits as in item (B) above.

C.   Professional liability (errors and omissions) to cover the performance of the services required under an Agreement with a minimum limit of $1,000,000 per claim and a $2,000,000 aggregate.

D.   Cyber liability to cover the performance of services required under an Agreement with a minimum limit of $1,000,000 per claim and a $2,000,000 aggregate.

E.   If any motor vehicles owned or leased, automobile liability with a minimum limit of $1,000,000.

Note: Umbrella coverage may be considered to cover gaps in specific per claim or aggregate requirements.

ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION

Name of Respondent: _____

The undersigned hereby certifies that: [check all applicable boxes]

☐ The Respondent is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: _____

☐ The Respondent has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or   any other government entity.

☐ The Respondent is current in all amounts due for payments of federal and state taxes and required employment- related contributions and withholdings.

☐ The Respondent is not the subject of any current litigation or findings of noncompliance under federal or state law.

☐ The Respondent has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.

☐ He or she is authorized to make the foregoing statements on behalf of the Respondent.

Note: This shall constitute a continuing certification and Respondent shall notify the Contract Lead within 15 days of any material change to any of the representations made herein.

If any one or more of the foregoing boxes is NOT checked, Respondent shall explain the reason in the space below:

_____

_____   _____
Signature   Date

_____   _____
Printed Name   Title

[This Certification must be signed by an individual authorized to speak for the Respondent]

THIS SPACE IS INTENTIONALY LEFT BLANK

Net Friends Scoring	Average Score
Response to Project Goals and Scope (35%)	
Fee Proposal (25%)	
Firm Information, Qualifications & References (20%)	
Commitment to Dedicated Personnel (20%)	
SUBTOTAL	**4.43**
Some Key Elements	

Katalyst Scoring	Average Score
Response to Project Goals and Scope (35%)	
Fee Proposal (25%)	
Firm Information, Qualifications & References (20%)	
Commitment to Dedicated Personnel (20%)	
SUBTOTAL	**4.23**
Some Key Elements	
Proximity	

XenTegra Scoring	Average Score
Response to Project Goals and Scope (35%)	
Fee Proposal (25%)	
Firm Information, Qualifications & References (20%)	
Commitment to Dedicated Personnel (20%)	
SUBTOTAL	**3.27**
Some Key Elements	

![Net Friends logo] Net Friends

NetVisor
Managed IT Services

Proposal Prepared For

Dan Hulen
mspresponse@centralina.org

Centralina Regional Council

Proposal Created By

Angelica

Proposal Team

Net Friends, Inc.

Why Net Friends?

you're already in good company with these [net] friendly success stories

⭐⭐⭐⭐⭐

"They're thorough and provide excellent documentation of their results – both an Executive Summary as well as detailed technical findings."

HODGES CAPITAL MANAGEMENT
FINANCIAL SERVICES

⭐⭐⭐⭐⭐

"They have a long-view strategic vision to offer, and a very responsive and expert help desk. They are certainly a cut above anything we have seen in the past."

PRAETEGO, INC.
BIOPHARMA/BIOTECH

⭐⭐⭐⭐⭐

"I cannot say enough great things about Net Friends! They got us through a ransomware attack and continue to help improve our business operations!"

INSURANCE PEOPLE OF NC
INSURANCE SECTOR

READ SUCCESS STORIES

Our Cybersecurity Culture Makes Us Different

We're SOC 2 Type II Compliant

Net Friends participates in an annual 3rd-party audit to confirm that our internal systems & controls meet standards stipulated by the AICPA. **We're committed to delivering peace of mind to our customers by maintaining our SOC 2 audit certification year after year.**

LEARN MORE

Is proof of insurance important for your strategic partnerships? We've got your back!
Request more information about our Certificate of Insurance (COI) and learn about our liability coverage.

Why NetVisor?
Managed IT Services

Certified IT Specialists

Our Net Friends team holds over 50 certifications with vendors like Palo Alto Networks, Microsoft, CompTIA, & more.

Security-First Approach

From SOC 2 to our Security Awareness Trainings and Cyber Health Assessments, we help you reduce & eliminate risks.

Industry-Leading Tools

We leverage Gartner insights to identify & select best-of-breed solutions. Our Technology Stack delivers top IT security.

Our "People First" Approach Drives the Quality of Our Services
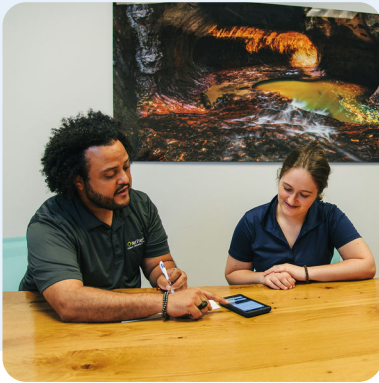
Powering Your Technology & Your Mission

"We would highly recommend Net Friends, and we have! I've talked to other companies and startups that have moved to the area. We always tell them about our Net Friends experience."
— **Sarvin Patel, COO/CFO at Curie Co.**

READ CASE STUDY

Delivering "World Class" IT Support

We achieve high marks for our Net Promoter Score (NPS), surpassing the benchmark for our Technology & Services sector. **Net Friends is rated "World Class" by our customers.**

INDUSTRY AVERAGE

NET FRIENDS

-100   -80   -60   -40   -20   0   20   40   60   80   100

NEEDS IMPROVEMENT   GOOD   EXCELLENT   WORLD CLASS

What's included with NetVisor?
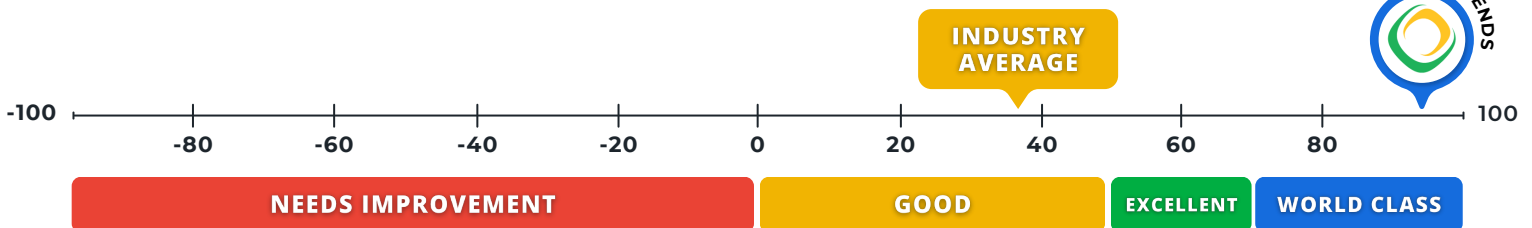
Net Friends

24x7 Help Desk Support

Unlimited Remote & Onsite IT Support for Today's Distributed Workforce

- ✅ Includes Critical Support & After Hours
- ✅ No Upcharge for Nights, Weekends, or Holidays
- ✅ Onsite Support within 50 miles of Net Friends HQ in Durham

Complete Suite of Managed Services

We deliver a comprehensive solution from our standardized procurement to asset deployment & ongoing support:

- ✅ **User & Endpoint Support**
- ✅ **Cloud-Based Endpoint Detection & Response (EDR)**
  Replaces traditional anti-virus solution
- ✅ **DNS & SSL Certificate Management**
- ✅ **User Account Management**
- ✅ **IT Vendor Management**
- ✅ **Continual Improvement to IT**

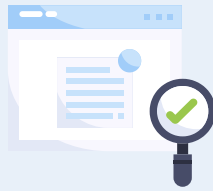## vCIO Account Management

Identify IT gaps and address technology goals with your Customer Success Manager facilitated by:

- ✅ **Infrastructure Assessments**
- ✅ **Cybersecurity Risk Assessments**
- ✅ **vCIO Strategy Overviews**
- ✅ **IT Roadmap & Budgeting**
- ✅ **Monthly Reporting**

Includes refresh schedule for Endpoint Assets (i.e. Computer Age, Purchase Date, Operating System, Warranty Status), Logged-In Users, Data Backup Plans, etc.

- ✅ **Detailed Asset Summary**

Cloud-Based End User Protection

We leverage the latest tools to track, maintain, and update your hardware.

- ✅ **Safe Link Protection**
- ✅ **Safe Attachment Protection (Malware Sandboxing)**
- ✅ **Sharepoint, OneDrive, & Teams Protection**
- ✅ **Anti-Malware (Multi-Engine Scanning)**
- ✅ **Email Spam Protection**
- ✅ **Anti-Phishing with Impersonation Detection**
- ✅ **Anti-Spoofing**
- ✅ **Content & Policy-Based Filtering**
- ✅ **DNS Security & Filtering**

What's included with NetVisor?

Net Friends Managed Backups

Net Friends pairs industry-leading data protection tools with our expert backup management services:

- ✅ **Microsoft 365 Mailbox Backups**
- ✅ **Sharepoint Backups**
- ✅ **OneDrive Backups**

Up to 50GB per user. Additional data will be backed up at $3 per 50GB.

Regular Security Awareness Training

Training your people to protect your organization is just as critical as implementing the best security tools.

- ✅ **Annual Security Training**
- ✅ **Monthly Topic-Focused Security Awareness Trainings**
- ✅ **Monthly Reports**

Remote Monitoring & Management (RMM)

24/7

- ✅ **Instant Remote Access for Help Desk IT Support**
- ✅ **Asset Tracking**
- ✅ **Windows Updates (Workstation & Servers)**
- ✅ **Mac Updates (MacOS & Microsoft Office)**
- ✅ **Predictive Device Failure**
- ✅ **Scheduled Maintenance**

We Are Your Microsoft Solutions Partner (Modern Work for SMBs)

✅ Microsoft 365 Business Premium Licensing

Software — Each license can be applied to a max. of 5 workstations & includes the following applications:

OUTLOOK (MAILBOX BACKUPS INCLUDED) | **WORD** | **EXCEL** | **POWERPOINT** | **PUBLISHER (PC ONLY)** | **ACCESS (PC ONLY)**

Collaboration Tools — Includes video conference, teleconference, & post-meeting video archival functions:

EXCHANGE (EMAIL) | **ONEDRIVE** | **SHAREPOINT** | **TEAMS** | **INTUNE** | **AZURE INFORMATION PROTECTION**
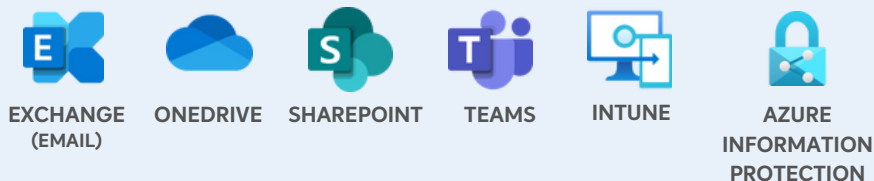
Technology Powers the Distributed Workforce

Net Friends Powers Technology

OUR MISSION IS YOUR MISSION ACCOMPLISHED THROUGH TECHNOLOGY

NetVisor Onboarding Roadmap

Managed IT Services with Net Friends begins on the right path.

Net Friends Support Tools

Net Friends installs standard software packages on all existing machines to connect your business to ours.

Documenting Services & Assets

Begin comprehensive documentation of all recurring services, hardware warranties, applicable domain & SSL renewals, vendor support & maintenance agreements, etc.

Onboard Your Organization

General Staff Training about our NetVisor services, instructions for requesting support, & breakdown of support issues we handle.

Infrastructure Assessment

Conduct Infrastructure Assessment & deliver findings with Executive Summary, Overview of Network, Storage, and other major appliances that support your organization.

IT Projects Scoping

Our Projects Team scopes & presents recommendations (as needed) based on key findings uncovered during the Infrastructure Assessment.

Executive Review

Executive Meeting to review NetVisor rollout, evaluate staff onboarding, and address scoped IT projects & key findings.

Net Friends

SLA

Service Level Agreement

What is an SLA?

The **SLA** is how Net Friends aims to **deliver consistent and high quality services** to you.

It identifies our commitments and the level of service that you can expect from us as your managed service provider.

📞 919-680-3763

🏠 3308 Durham-Chapel Hill Blvd.
Suite 201
Durham, NC 27707

🌐 www.netfriends.com

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Prioritization & Response Windows

	⚠️ CRITICAL	IMPORTANT	NORMAL
RESPONSE	30 minutes	2 business hours	8 business hours
RESOLUTION	4 hours	8 business hours	2 business days
DEFINITION	**Business-critical** interruption or impact	An interruption with **low or moderate business impact** A degradation of service	**Default priority** *to escalate an incident or service request, call into the Net Friends support team.*

OPEN OPERATING HOURS

Net Friends maintains the following office hours:

Monday - Friday
8:30 AM - 5:30 PM
Eastern Time

Offices closed after hours

HOLIDAYS HOLIDAY SCHEDULE

Closed in observance of the following US Holidays:

New Year's Day

Birthday of Martin Luther King, Jr.

Memorial Day

Juneteenth Independence Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

🌙 AFTER HOURS

For critical support on evenings/weekends/holidays:

Call a published Net Friends office number & leave an emergency message.

Receive a response from support personnel within 30 minutes and a resolution within 4 hours.

⚠️ *After hours support is reserved for business critical impact or interruption only.*

www.netfriends.com   Net Friends   919-680-3763

Initiating Customer Support

To engage Net Friends for support, use one of the following forms of communication.

Call Support

Call the **Net Friends support center** at your assigned number

Email Us

Send an email to **request@netfriends.com** from an existing user in the ticketing system
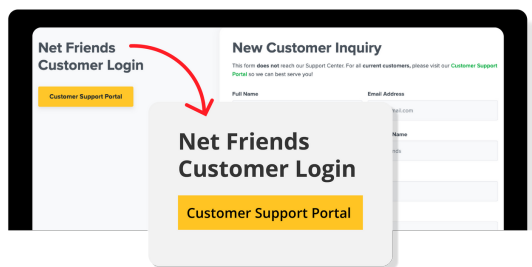
Customer Portal

Sign in and submit a request through your customer portal login

Existing Requests

To escalate an existing request, **call the Net Friends support center at your assigned number**

www.netfriends.com   Net Friends   919-680-3763

	Net Friends Answer	Net Friends Narrative (For further explanation on Yes/No answers)
General		
Company Name	Net Friends Inc.	
Years in Business	26 years	
Primary and other US-based Business Locations	Durham,North Carolina	
Primary Contacts (Name, Email, Phone) for RFP Response	Jamal Chow, jamal.chow@netfriends.com 919-680-3763: ext 1709	
# of Techs & Engineers	42	
# of Managed Services Clients	105	
# of Techs & Engineer in the Charlotte NC Metro Region	0	We've had no issues hiring techs in the Charlotte Metro area in the past.
Industry Focus	Biotech and AgTech	
Avg. User Count/Customer	21.9	
Customer Net Promoter Score (NPS) Last 12 Months	90%	
[See Pricing Worksheet for Your Cost Proposal]		
Infrastructure Monitoring and Response		
24/7 monitoring and response for Cyber threats (y/n)?	Yes	Yes, we can accommodate this request.
9x5 monitoring and response for service (y/n)?	Yes	See hours of operation answer below
Agreement to Co-Manage RMM (y/n)?	Yes	Yes, we agree to this request and will review with Centralina a use case to select the best option based on both parties' capacity and business needs.
Ticketing with Rapid / Timely End-User Response		
Ability to respond within 1 hour for user request (y/n)?	Yes	We provided on hand staffing on a 9x5 basis. If a phone call is made into our help desk a live person will be able to be able to assist or escalate a ticket to critical status.
On-demand Support Queue (y/n)?	Yes	
Accommodate shared ticketing system request (y/n)?	Yes	Yes, we agree to this request and will review with Centralina a use case to select the best option based on both parties' capacity and business needs.
Standard Hours of Help Desk Access/Operation	8:30 am to 5:30pm est.	
Issue Severity Levels	Normal, important, critical	
Critical/Emergency Ticket Response Time	30 minutes	
Critical/Urgent Ticket Resolution Time Target/Standard	4 hours	
Dedicated MSP Account Management and Support Team		

Name of Dedicated Account Relationship Manager	Nestor Vives	N/A
Names of Dedicated Technicians	Jessie Gallimore and Jack Knorr	N/A
Agreement to not rotate out for 2 years (y/n)?	Yes	N/A
Strong Cybersecurity Expertise		
# of Certified Security Professionals Internally	4+SOC - Total of 11 Personnel + another 1 Manager	
Internal MSSP/MDR Resources or Outsourced	Internal Only	
Agreement on market-leading EDR (y/n)?	Yes	
Agreement on minimal logging EDR, Firewall, M365 (y/n)?	Yes	
Describe process and experience with Incident Management	Our teams will escalate internally and one of our designated Incident Commanders will take ownership of the problem. The Incident Commander will then lead the response to ensure that we follow our Incident Response Policies and Procedures. The Incident Commander works with the assigned resources to Identify, Contain, Analyze, Eradicate and Recover. We will perform all of these actions internally, unless the incident spans outside of our available tools, or legally requires that we engage Law Enforcement or other Regulatory bodies. Our Incident commandors have dealt with over 10+ incidents.	
Describe any Cybersecurity, Compliance or Industry Certifications that your organization has achieved (e.g. SOC 2, NIST CSF, ITIL)	SOC2 Type II Attestation, All 8 members of NFI leadership are certified in ITIL Service Management Certified	
Describe your internal security training for your resources	We have individual learning plans for each technician.	
Data Backup and Disaster Recovery Solution		
Local Backup Capability (y/n)	Yes	
Cloud Backup Capability (M365) (y/n)	Yes	
Back-up Test Frequency	monthly	
Agreement to Co-Manage Backup Solution (y/n)	Yes	
Microsoft 365 Expertise		
# of Technicians with Microsoft 365 Certifications	18	
# of Technicians with Microsoft Azure Certifications	8	

List Microsoft Certifications	Microsoft 365 Security Associate,Microsoft Cert: Azure Security Engineer Associate,Microsoft Azure Fundamentals (AZ-900),Microsoft Certified Technology Specialist,MS 365 Certified: Enterprise Administrator Expert,MDAA - Modern Desktop Administrator Associate,MS-500,Microsoft Certified Professional,Microsoft Azure Admin Associate (AZ-104).	
MS Certified Modern Work Solutions Partner (y/n)?	Yes	
MS Certified Infrastructure Solutions Partner (y/n)?	No	
MS Certified Security Solutions Partner (y/n)?	No	
# of Clients where you support MS Teams, Sharepoint & OneDrive	80	
# of Clients where you have deployed MS Intune Endpoint Manager	50	
Other Microsoft 365 or Azure Capabilities	Significant experience managing Azure enviroments including but not limited to First party and 3rd party firewalls, 1st/3rd party backups, Billing management and optimizations, Best practice and security assessments.	
Reporting and Periodic Meetings		
[See Reporting and Meetings Response Section]		
Business Insurance		
Workers Compensation Limits Covered (y/n)?	Yes	
Commercial General Liability Limits Covered (y/n)?	Yes	
Professional Liability Limits Covered (y/n)?	Yes	
Cyber Liability Limits Covered (y/n)?	Yes	
Motor Vehicles Limits Covered (y/n/NA)?	Yes	
End Overall Response		

Subcategory	System	MSP Expectation	Net Friends MSP Agreement	Net Friends Software/Service Description	Net Friends Narrative
Productivity	Adobe Pro	Deploy, Patch, Support	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
Productivity	Adobe Creative Cloud	Internally Managed	N/A		
Productivity	MS 365 Business Standard (71), Business Basic (20), MDO (36)	Deploy, Patch, Support	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
Productivity	MS Office Suite, Teams, OneDrive, Publisher	Deploy, Patch, Support	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
Productivity	MS Project (1), MS Visio (1)	Deploy, Patch, Basic Support	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
Productivity: Collaboration	Mural	Internally Managed	N/A		
Productivity: Dictation Software	Dragon - Naturally Speaking	Internally Managed	N/A		
Web Conferencing	Zoom	Deploy, Patch, Basic Support	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
CRM: Email Tool	Constant Contact	Internally Managed	N/A		
CRM: Social Media Management	Loomly	Internally Managed	N/A		
CRM: Subscription Management	ListServ	Internally Managed	N/A		
CRM: Survey Tool	Poll Everywhere	Internally Managed	N/A		
CRM: Survey Tool	Survey Monkey	Internally Managed	N/A		
Graphic Design	Canva	Internally Managed	N/A		
Graphic Design	Adobe Stock 10 Images	Internally Managed	N/A		
Website Hosting	WPEngine & Wordpress - Aging	Replace, Patch, Support	Fully Agreed	N/A	Net Friends will work with Centralina to implement a preferred managed hosting service.
Website Hosting	WPEngine & Wordpress	Replace, Patch, Support	Fully Agreed	N/A	Net Friends will work with Centralina to implement a preferred managed hosting service.
Website Hosting	Fastly	Internally Managed	N/A		
HR Performance Management	Trakstar	Internally Managed	N/A		
Learning and Development	LinkedIn Learning	Internally Managed	N/A		
ERP	AccuFund	Co-Manage with Internal IT Internal IT: Deploy & Support w/ 3rd Party MSP: Deploy Updates / Software Packaging	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
ERP Employee Portal	AccuGov	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Patch & Support	Fully Agreed	N/A	Net Friends will deploy/patch/support via N-Central.
Conference Registration Tool	Accrisoft	Internally Managed	N/A		
Finance: Asset Management	Asset Tiger	Internally Managed	N/A		
GIS Software	ESRI/ARCServe	Internally Managed	N/A		
Postal Mailing Folder	MBM 208J Manual Folder	Internally Managed	N/A		
Postal Mailing Machine	Pitney Bowes	Internally Managed	N/A		
In-Room Conferencing	5 Rooms Yealink Video Conferencing System with TVs & Devices + Desktop Meeting Management Units	Internally Managed	N/A		
In-Room Training / Conferencing	Yealink Video Conferencing System Main Training Room 2 TVs & Yealink Devices + Desktop Management Unit, Yealink Full Room Camera, 6 x In-Ceiling Microphones, 2 x Shure AULXD4 Digital Wireless Microphone Recievers, 1 Biamp Tesiraforte x 800, 2x Extron DTP HDMI 230	Internally Managed	N/A		
Visitor & Employee Announcements	2 TVs w/ Devices	Internally Managed	N/A		
Cyber and Compliance Training	PII Protect	Replace, Support	Fully Agreed	Hook Security	Net Friends will provide Hook Security as a suitable replacement for PII Protect
EDR + Managed Detection & Reponse	Huntress	Replace, Support	Fully Agreed	Huntress	FALSE
Email / Encryption	ZixCorp	Replace, Support	Fully Agreed	Microsoft 365 Outlook Modern Encryption	Net Friends will provide Microsoft 365 Outlook Modern Encryption as a suitable replacement for ZixCorp
Email / Files AV/Phish/Spam Protection	Microsoft 365 Microsoft Defender for Office (MDO)	Support	Fully Agreed	Microsoft Defender for Office 365	Net Friends will provide Microsoft Defender for Office 365 as a suitable replacement for Microsoft 365 Microsoft Defender for Office (MDO)
Email / Spam Advanced Protection	Inky	Replace, Support	Fully Agreed	Exchange Online Protection	Net Friends will provide Exchange Online Protection as a suitable replacement for Inky
Endpoint Detection and Response (EDR)	SentinelOne	Replace, Support	Fully Agreed	Palo Alto Cortex XDR	Net Friends will provide Palo Alto Cortex XDR as a suitable replacement for SentinelOne

Managed Detection & Reponse for M365	OfficeProtect	Replace, Support	Fully Agreed	Microsoft Defender for Office 365	Net Friends will provide Microsoft Defender for Office 365 as a suitable replacement for OfficeProtect
Vulnerability Scanning & Reporting		Implement New, Support	Fully Agreed	Vanahi	Net Friends will provide Vanahi for Vulnerability Scanning and Reporting
Privileged Access Management		Optional Implement, Support	Fully Agreed	BitWarden	Net Friends will provide BitWarden for Password Management and PAM
Paper Shredding	Carolina Shred	Internally Managed	N/A		
Backup & Recovery	Acronis Backup	Replace, Support (Replacement may be owned by CCOG)	Fully Agreed	COVE Data Protection	Net Friends will provide COVE Data Protection as a suitable replacement for Acronis Backup
Backup & Recovery	DropSuite	Replace, Support (Replacement may be owned by CCOG)	Fully Agreed	AFI Backup	Net Friends will provide AFI Backup as a suitable replacement for DropSuite
Certificates	R3 Let's Encrypt	Internally Managed	N/A		
End User Help Desk Support	55 Employees, 3 Contractors	Co-Manage with Internal IT MSP - 1st Line of Basic Support via On-demand Queue (e.g. Passwords, Access) Internal IT - 2nd Tier escalation for Users & Business Applications Support MSP - 2nd Tier for Infrastructure (server, network, etc.) Support MSP - 3rd Tier escalation for all other support.	Fully Agreed		Co-Manage with Internal IT MSP - 1st Line of Basic Support via On-demand Queue (e.g. Passwords, Access) Internal IT - 2nd Tier escalation for Users & Business Applications Support MSP - 2nd Tier for Infrastructure (server, network, etc.) Support MSP - 3rd Tier escalation for all other support.
Computers	Windows 10/11 (108), Mac (1) 63 Computers Allocated as Primary Devices 25 Computers Allocated as Secondary Devices (e.g. Laptop) Remaining Spares or Retired Primarily Dell or HP with a few Microsoft, and old Lenovo ThinkCentre spares. Basic Layout: 2 Monitors, Docking Station, Mouse, Keyboard, Camera.	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Patch & Support	Fully Agreed	N/A	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Patch & Support
Domain Name Services	CloudFlare	Replace, Co-Manage with Internal IT	Fully Agreed	N/A	Net Friends is familiar with supporting CloudFlare
Domain Registrar	Godaddy	Co-Manage with Internal IT	Fully Agreed	N/A	Net Friends is familiar with supporting Godaddy
Identity & Access Management	Active Directory	Deploy, Patch, Support	Fully Agreed	N/A	Net Friends is familiar with supporting Active Directory
Identity & Access Management Integration	Azure AD Connect	Patch, Support	Fully Agreed	N/A	Net Friends is familiar with supporting Azure AD Connect
Identity & Access Management, MFA	Azure Active Directory	Support	Fully Agreed	N/A	Net Friends is familiar with supporting Azure Active Directory
Identity & Access Management, MFA	Authy	Replace, Support	Fully Agreed	Microsoft Authenticator	Net Friends will provide Microsoft Authenticator as a suitable replacement for Authy
Internet	Crown Castle Fiber 300/300	Co-Manage with Internal IT	Fully Agreed	N/A	Net Friends will work with Crown Castle
MSP/IT Documentation	ITGlue	Replace, Support	Fully Agreed	Hudu	Net Friends will support ITGlue or replace with Net Friends managed Hudu installation as needed.
MSP/Remote Monitoring & Management	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)	Fully Agreed	N-Central	Net Friends will support NinjaRMM or replace with Net Friends managed N-Central installation as needed.
MSP/Patch Management (OS & 3rd-Party)	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)	Fully Agreed	N-Central	Net Friends will support NinjaRMM or replace with Net Friends managed N-Central installation as needed.
MSP/Endpoint Policy Management	NinjaRMM	Replace, Support (Replacement may be owned by CCOG)	Fully Agreed	N-Central	Net Friends will support NinjaRMM or replace with Net Friends managed N-Central installation as needed.

MSP/Software Packaging	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)	Fully Agreed	N-Central	Net Friends will support NinjaRMM or replace with Net Friends managed N-Central installation as needed.
MSP/Remote Access	NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)	Fully Agreed	N-Central	Net Friends will support NinjaRMM or replace with Net Friends managed N-Central installation as needed.
MSP/Reporting	IT Glue/NinjaRMM	Replace, Patch, Support (Replacement may be owned by CCOG)	Fully Agreed	BrightGauge	Net Friends will support IT Glue/NinjaRMM or replace with Net Friends managed BrightGauge installation as needed.
Network - Firewall	Fortinet - Fortigate 60F	Patch, Support	Fully Agreed	N/A	Net Friends is familiar with supporting Fortinet network equipment
Network - Switches	Fortinet - FortiSwitch (4xS148EP 48 Port Switches)	Patch, Support	Fully Agreed	N/A	Net Friends is familiar with supporting Fortinet network equipment
Network - VPN	Fortinet - Forticlient	Patch, Support	Fully Agreed	N/A	Net Friends is familiar with supporting Fortinet network equipment
Network - Wireless	Fortinet - FortiAPs (2)	Patch, Support	Fully Agreed	N/A	Net Friends is familiar with supporting Fortinet network equipment
Passwords	Password Management	Internally Managed	N/A		
Printers	AltaLink C8170, Xerox Versant 180 Press (From Pics) Xerox EX-I 180, Xerox WorkCentre 7970 (From Onboarding Doc)	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Basic Support for End-User Drivers	Fully Agreed	N/A	Net Friends will assist with printer driver deployment/management/troubleshooting and may recommend hosted print solutions.
Printers	HP DesignJe T795 Plotter	Co-Manage with Internal IT Internal IT: Deploy & Support MSP: Basic Support for End-User Drivers	Fully Agreed	N/A	Net Friends will assist with printer driver deployment/management/troubleshooting and may recommend hosted print solutions.
Remote Access	TSPlus	Patch, Support	Fully Agreed	N/A	Net Friends will patch/support TSPlus
Servers - Host Servers	Windows Server 2016 (1) & 2019 (1)	Patch, Support	Fully Agreed	N/A	Net Friends will patch/support the listed servers
Servers - Other Physical Servers	Windows Server 2016 (1) & 2019 (1)	Patch, Support	Fully Agreed	N/A	Net Friends will patch/support the listed servers
Servers - SQL Server	Hosted on Virtual Server CCOGFIN2018	Patch, Support	Fully Agreed	N/A	Net Friends will patch/support the listed servers
Servers - Virtual Servers	Windows Server 2016 (1), 2019 (3), Windows 10 Pro (2)	Patch, Support	Fully Agreed	N/A	Net Friends will patch/support the listed servers
Telephone System	8x8 Cloud-based Solution	Internally Managed	N/A		

CENTRALINA
REGIONAL COUNCIL

Item 3

Executive Board Agenda Item Cover Sheet

Board Meeting Date:	September 13, 2023	Agenda Item Type:	Consent:		Regular:	x
Submitting Person:	Denise Strosser	**Presentation Time:**	NA			
Presenter at Meeting:	Denise Strosser	**Phone Number:**	(704) 348-2704			
		Email:	dstrosser@centralina.org			
Alternate Contact:	Geraldine Gardner	**Phone Number:**	(704) 372-2416			
		Email:	ggardner@centralina.org			
Submitting Department:	**Finance**	**Department Head Approval:**	**Denise Strosser**			

Title of documents as shown in the Agenda:

Description of Agenda Item: *(This wording will be used to summarize the item on the agenda cover page.)*

FY23 Operating and Pass-Through Final Budget Amendments

Background & Basis of Recommendations:

At the June 14, 2023, meeting the Executive Board authorized the Finance Committee to approve an amended budget on their behalf on or before June 30, 2023, and then provide the Executive Board a copy of the approved budget at the next meeting.

Requested Action / Recommendation:

Receive as information

Time Sensitivity: *(none or explain)*	None
Budget Impact: *(none or explain)*	None
Attachments: *(none or list)*	FY23 Operating and Pass-Through Final Budget Amendments

Fiscal Year 2022 - 2023 Operating Budget Ordinance Amendment

ANTICIPATED REVENUES	Placeholder FY2022-2023 Budget	12.31.2022 FY2022-2023 Budget	3.24.2023 FY2022-2023 Budget	2023.05.24 FY2022-2023 Budget	2023.06.28 FY2022-2023 Budget	Net change
Program Revenues						
Restricted Intergovernmental Revenue	5,699,605	4,871,482	5,194,238	5,089,244	5,247,806	158,562
Technical Assistance Projects	621,569	1,840,777	1,929,080	1,716,840	1,742,675	25,835
Other Program Revenue	257,473	790,831	724,230	779,971	913,594	133,623
Fund Balance Appropriated	-	-				-
Total Program Revenue	6,578,647	7,503,090	7,847,548	7,586,055	7,904,075	318,020
Other Revenues						
Member Dues Support	929,000	928,715	930,000	930,000	930,000	-
Interest and Other Revenue	1,000	20,000	27,050	37,050	37,060	10
Total Other Revenues	930,000	948,715	957,050	967,050	967,060	10
TOTAL ANTICIPATED REVENUES	7,508,647	8,451,805	8,804,598	8,553,105	8,871,135	318,030
EXPENSE APPROPRIATIONS						
Member services, Board and committees	225,000	706,768	710,947	698,120	703,120	5,000
Management and Business Operations	1,935,000	1,903,372	1,627,673	1,699,435	1,712,950	13,515
Information Technology	165,000	208,720	233,860	233,860	233,860	-
Community and Economic Development Depart.	696,188	1,173,886	1,191,212	1,193,655	1,224,023	30,368
Planning Department	620,509	1,405,622	1,447,509	1,161,363	1,187,661	26,298
Area Agency on Aging Department	4,656,950	3,863,622	4,127,143	4,151,272	4,330,421	179,149
Workforce Development Department	830,000	961,048	941,614	951,617	951,627	10
Indirect Costs Representation	(1,620,000)	(1,771,233)	(1,475,360)	(1,536,217)	(1,472,527)	63,690
TOTAL EXPENSE APPROPRIATIONS	7,508,647	8,451,805	8,804,598	8,553,105	8,871,135	318,030

Fiscal Year 2022-2023 Grant Pass Through Budgets Amendment

Program	Placeholder FY2022-2023 Budget		12.31.2022 FY2022-2023 Budget	03.24.2023 FY2022-2023 Budget	05.24.2023 FY2022-2023 Budget	2023.06.28 FY2022-2023 Budget	change
Area Agency on Aging							
HCC Block Grant	9,850,000		11,500,000	11,500,000	11,500,000	11,600,000	100,000
USDA Supplement	650,000	(1)	650,000	650,000	650,000	650,000	-
Title III-B Legal	85,000		102,922	102,922	102,922	202,922	100,000
Family Caregiver	520,000		572,818	572,818	572,818	572,818	-
Disease Prevention/Health Promotion	40,000		52,300	52,300	52,300	52,300	-
State Senior Center General Purpose	120,000		116,616	116,616	116,616	116,616	-
Heat Fan Relief	15,000		14,363	14,363	14,363	14,400	37
Supplemental Nutrition	-		45,973	46,985	46,985	46,985	-
ARPA Support Services	-		209,103	214,103	214,103	214,103	-
ARPA Congregate Nutrition	-		1,727,801	1,727,801	1,727,801	1,727,801	-
ARPA Home Delivered meals	-		1,107,478	1,107,478	1,107,478	1,107,478	-
	11,280,000		16,099,374	16,105,386	16,105,386	16,305,423	200,037

(1) Decrease due to placeholder budget inadvertently included Centralina's internal funding.

Program	Placeholder FY2022-2023 Budget		12.31.2022 FY2022-2023 Budget	03.24.2023 FY2022-2023 Budget	05.24.2023 FY2022-2023 Budget	2023.06.28 FY2022-2023 Budget	change
Workforce Development							
WIOA - XX-4010 Administrative Cost Pool	450,000	(2)	23,495	23,495	13,495	13,545	50
WIOA XX-4020 Adult Services	1,275,000		1,188,627	1,460,427	1,460,427	1,460,427	-
WIOA XX-4030 Dislocated Worker	950,000		940,887	504,071	504,071	504,571	500
WIOA XX-4040 Youth Services	1,250,000		1,180,392	1,085,155	1,085,155	1,085,155	-
WIOA XX-4050 Youth Initiative	65,000		62,586	62,587	62,587	62,587	-
WIOA XX-4050 Finish Line Grant	105,000		108,871	108,872	108,872	108,872	-
WIOA XX- XXXX Infrastructure Cost	85,000		90,249	90,249	90,249	90,749	500
NDWG COVID 2X-3130	-		214,637	214,638	214,638	214,638	-
	4,180,000		3,809,744	3,549,494	3,539,494	3,540,544	1,050

(2) Decrease due to placeholder budget inadvertently included Centralina's internal funding.

Program	Placeholder FY2022-2023 Budget	12.31.2022 FY2022-2023 Budget	03.24.2023 FY2022-2023 Budget	05.24.2023 FY2022-2023 Budget	2023.06.28 FY2022-2023 Budget
Total Grant	15,460,000	19,909,118	19,654,880	19,644,880	19,845,967

Item 4

Board Agenda Item Cover Sheet

Board Meeting Date:	September 13, 2023	Agenda Item Type:	Consent:		Regular:	X
Submitting Person:	Kelly Weston	Presentation Time:	10 minutes			
Presenter at Meeting:	Leslie Mozingo and Kelly Weston	Phone Number:	704-348-2728			
		Email:	kweston@centralina.org			
Alternate Contact:	Geraldine Gardner	Phone Number:	704-351-7130			
		Email:	ggardner@centralina.org			
Submitting Department:	Government Affairs & Member Engagement	Department Head Approval:	Geraldine Gardner			

Title of documents as shown in the Agenda: Federal and State Legislative Update

Description of Agenda Item: *(This wording will be used to summarize the item on the agenda cover page.)*

The Board will receive an update on Centralina's federal and state government engagement activities.

Background & Basis of Recommendations:

Centralina's intergovernmental affairs program presents a unified voice for regional advocacy at both the federal and state levels. Our Federal Action Plan and Raleigh Relations Advocacy Agenda guide our engagement with our region's U.S. congressional delegation and our legislators in the General Assembly respectively. Our work to advance the Board-identified priorities in these plans includes building relationships with legislators, tracking legislation impacting local communities, and providing policy updates at Board meetings.

Requested Action / Recommendation:

Motion to approve the Strategics Consulting performance report for June through August 2023.

Time Sensitivity: *(none or explain)*	None.
Budget Impact: *(none or explain)*	None.
Attachments: *(none or list)*	Goals & Activities for Strategics Consulting: June – August 2023 Report

STRATEGICS

GOALS AND ACTIVITIES FOR STRATEGICS CONSULTING
JUNE - AUGUST 2023 REPORT

1. **Build, maintain, and enhance relationships with Members of Congress and the federal agencies:**
   - Additional follow-up and communications, such as a thank you letter and answers to budget questions, with U.S. Representative Jeff Jackson's office regarding Centralina's community project funding request.
   - Monitored and reported on Centralina's report language request to amend definitions of local governments to also include regional councils. (Agriculture and Rural Development; Commerce, Justice, Science; Energy and Water; Interior, Environment, and Related Agencies; Homeland Security; Labor, Health and Human Services; Transportation, Housing and Urban Development).
   - Coordinated and participated in two meetings with U.S. Representative Patrick McHenry's district and DC staff.
   - Coordinated July meeting for ED with U.S. Representative Jackson and district staff regarding Centralina's federal priorities, as well as provided support materials.
   - Scheduled and participated in August advocacy meetings with U.S. Representative Alma Adams and U.S. Representative Jeff Jackson.
   - Coordinated and participated in meeting with U.S. Senator Thom Tillis' staff regarding Connect Beyond and Regional Infrastructure Accelerator grant application.
   - Submitted speaking requests to U.S. DOT Secretary Pete Buttigieg and U.S. Senator Ted Budd.

2. **Develop advocacy strategies around the approved Federal Action Plan on regional priorities and implement in coordination with Centralina's management:**
   - Prepared slides for, and presented to, Executive Board at June meeting.
   - Prepared slides for, and presented to, Regional Managers at July virtual meeting.
   - Updated Federal Relations Calendar for, and participated in, biweekly calls with ED.
   - Prepared Annual Report.

3. **Provide information and support related to federal grant opportunities in coordination with Centralina staff:**
   - Provided weekly Grants Alerts, as well as weekly updates on Requests for Information from federal agencies.
   - Wrote three Capital Corner articles regarding raising the debt limit, the importance of a grants strategy, and the potential for a continuing resolution or government shutdown.
   - Coordinated and implemented advocacy strategy for the Regional Infrastructure Accelerator grant application.
   - Updated Annual Forecast with grants expected in the second half of the year.
   - Alerted Centralina to DOE grant opportunity for non-profit community partners.
   - Alerted Centralina to combination of two major USDOT grant opportunities for reconnecting neighborhoods.
   - Shared HUD information for FY23 Community Project Funding grantees.

4. **Respond to trouble shooting requests from members and Centralina on federal issues:**
   - Addressed inquiry regarding funding for Emergency Operations Centers.

For more information, contact Leslie Mozingo at (202) 255-5760 or leslie@strategics.consulting.

Item 5

Executive Board Agenda Item Cover Sheet

Board Meeting Date:	9/13/23	Agenda Item Type:	Consent:		Regular:	X
Submitting Person:	Sarah Niess	**Presentation Time:**	15 minutes			
Presenter at Meeting:	Jason Wager	**Phone Number:**	704-348-2707			
		Email:	jwager@centralina.org			
Alternate Contact:	Sarah Niess	**Phone Number:**	980-355-2022			
		Email:	sniess@centralina.org			
Submitting Department:	Planning	**Department Head Approval:**	Jason Wager			

Title of documents as shown in the Agenda: Advancing the Plan Committee Update
Description of Agenda Item: *(This wording will be used to summarize the item on the agenda cover page.)*
Centralina staff will provide key updates on the CONNECT Beyond project to keep the Executive Board apprised of current implementation activities and debrief from the Advancing the Plan Committee's most recent meeting.
Background & Basis of Recommendations:
Advancing the Plan Committee is an official ad-hoc Centralina advisory committee to steward regional conversation and action that advances the implementation of CONNECT Beyond's plan. (1) Committee Update: The Advancing the Plan Committee held its fourth meeting on July 28, 2023 and a Peer Regions Roundtable on September 8, 2023. Staff and Advancing the Plan Committee Co-Chair, Mayor Darrell Hinnant (Kannapolis), will provide a summary of the meetings and forecast next steps for the Committee. (2) Engagement: Staff will engage the Executive Board on the Advancing the Plan Committee activities related to identifying feasible options for a regional governance approach. This is a year-end goal of the Committee, and will be a focus of the Committee's September meeting.
Requested Action / Recommendation:
No action requested, informational only

Time Sensitivity: *(none or explain)*	None
Budget Impact: *(none or explain)*	None
Attachments: *(none or list)*	ATP Committee Talking Points Meeting4 (pdf)

Advancing the Plan Committee

July - August 2023

CENTRALINA REGIONAL COUNCIL

At the July meeting, Committee members reviewed peer region research to discuss lessons learned and identified preferred transit functions for regional collaboration. *See below for a summary and the <u>back page contains brief talking points</u> to share with your networks.*

Guiding Principles for Regional Collaboration

In addition to <u>CONNECT Beyond's Guiding Principles</u>, the Advancing the Plan Committee recognizes the following as <u>key reasons</u> for regional collaboration:

- Strengthen **Economic Competitiveness** of our Region

- Increase **Investment**

- Increase **Local Input**

- Improve Regional **Service** and **Connections**

- Improve **Access** and System **Efficiencies** for the traveler

Peer Regions: Models for Transit Functions

Committee members reviewed two models of regional collaboration based on peer research:
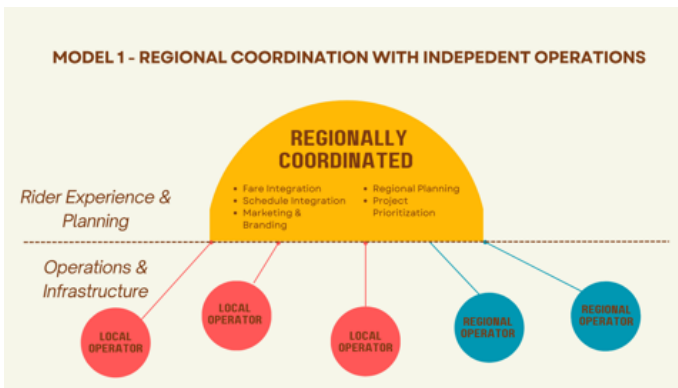
Model 1 focuses on regional collaboration of **rider experience and planning** related to transit functions. *Includes <u>Atlanta,</u> Tampa and Nashville (partially).*

Committee members identified many transit functions of this model for **implementation in the short term** (0-5 years).
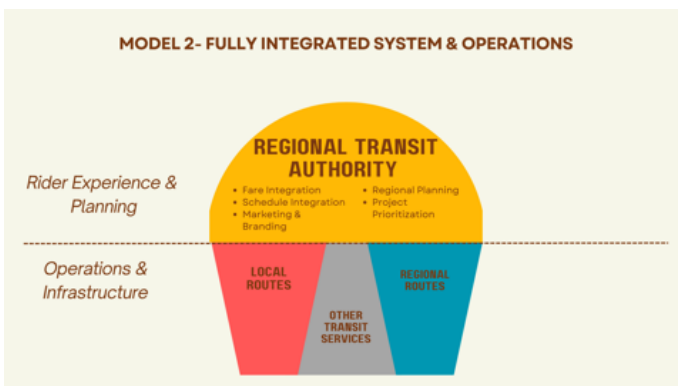
Model 2 represents a more **fully integrated model** with the regional entity delivering infrastructure and operations. *Includes <u>Minneapolis,</u> <u>Phoenix</u> and Seattle.*

Most Committee members identified transit functions of this model for **implementation in the longer term** (5+ years).

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Talking Points from the July Meeting:

Reviewed Current CONNECT Beyond Implementation Activities:
CONNECT Beyond's project team is making progress on:
- Development of a **regional Transportation Demand Management plan** to increase knowledge and access of travel options
- **Seamless CONNECTions** activities continue to increase transit agency coordination

Identified Transit Functions of a Regional Governance Structure:
Building blocks for a regional model include: (1) transit functions, (2) governance and (3) funding.

Committee members identified a preference for advancing regional collaboration of **rider experience and planning related transit functions** in the short term (0-5 years). These activities include marketing, shared branding, fare integration/schedule coordination and regional planning. Committee members will discuss **options for a governance approach** to oversee these activities at the next meeting.
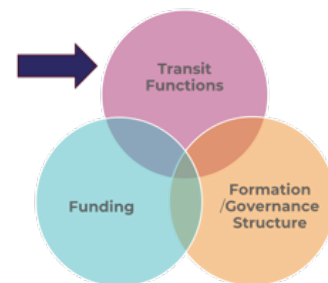
Continued Outreach about Benefits of Regional Collaboration:
It is important to continue to provide **communications and outreach about the importance of regional collaboration**. This work helps to lay the foundation for sharing the Committee's recommendations later in the year.

Please visit our new **Advancing the Plan Committee page** for all current and past meeting resources.

For Next Meeting:

- **Report Back and Share:** Members should provide an update on the Committee to their jurisdiction and/or relevant mobility organizations. Also, feel free to like or repost this update within your Linked In Network

- **Homework**: Please be on the lookout for homework related to reaching out locally to your economic development partners to educate about CONNECT Beyond and this Committee's work.

- **Virtual Peer Roundtable Late August/Early September:** Centralina will be scheduling an upcoming virtual meeting with peer regions for further discussion.

- **Next Meeting:** Friday, September 22, 2023 | 8:30am-10:30am, 8:00-8:30am for refreshments and networking

www.connect-beyond.com

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Item 6

Executive Board Agenda Item Cover Sheet

Board Meeting Date:	9-13-2023	Agenda Item Type:	Consent:		Regular:	x
Submitting Person:	Christina Danis	**Presentation Time:**	10 min			
Presenter at Meeting:	Christina Danis	**Phone Number:**	704-688-6502			
		Email:	cdanis@centralina.org			
Alternate Contact:	Kate Fersinger	**Phone Number:**	704-385-7555			
		Email:	kfersinger@centralina.org			
Submitting Department:	**CED**	**Department Head Approval:**	**Geraldine Gardner**			

Title of documents as shown in the Agenda:
Bolstering Community Economic Resilience
Description of Agenda Item: *(This wording will be used to summarize the item on the agenda cover page.)*
The Community Economic Development (CED) Department will provide an update on the Regional Resilience Collaborative (RRC), the NCARCOG grant for the administration of the FEMA public assistance grant dollars, the North Carolina Association of Regional Councils of Governments (NCARCOG) Disaster Financial Administration Training event in December, the status of FEMA grants Technical Assistance across the region and an overview of how to improve stormwater management in pre-development approvals to enhance resiliency.
Background & Basis of Recommendations:
Since 2021, Centralina in collaboration with Innovative Emergency Management (IEM) the project consultant for the Regional Resilience Collaborative (RRC) has been working with emergency management leaders, emergency management planners, and local government leaders to support the understanding of what a regional resilience roadmap (Roadmap) may look like in our region.   As part of the Roadmap Centralina is supporting the development of Pre-Disaster Recovery Plans and Recovery Function/Committee Annexes through June of 2024. Tools, such as a Disaster Plan Development Guide, Pre-Disaster Recovery Plan templates and the Centralina Regional Resilience GIS Web App, which maps hazards and conditions throughout the region will be available to support Emergency Mangers, local governments, and disaster support stakeholders. Moreover, Centralina is supporting the Emergency Mangers with Technical Assistance for the preparation of annual FEMA grant funds.   Concerns over the successful and efficient administration of FEMA recovery funding prompted the North Carolina General Assembly in 2021 to include an appropriation to the NCARCOG to support local governments in effectively managing and building capacity for local and regional disaster recovery, mitigation, and resiliency efforts. The project was launched in 2022 and will continue to June 2024.

Template Revised August 2023

Centralina serves as the NCARCOG administrator for the Disaster Recovery Financial Administration component, which includes a financial administration curriculum that reflects the needs of the 16 Council of Governments (COGs) across the state.

The goal of these state dollars is to provide COGs with guidance, technical assistance and staff training so that they may be better able to train and support local government units as they administer disaster recovery funds and mitigation and resiliency efforts. The project includes two components:

1)   Development of disaster recovery financial administration training and deployment of said training in each COG region.

2)   Implementation of specific disaster recovery and resiliency capacity building and planning activities in each region as proposed by each COG based on local needs.

Flooding and stormwater management are identified as repetitive events for our region. A brief example of how pre-development stormwater management concepts may bolster flood prevention will be provided.

Requested Action / Recommendation:	
Receive as information	
Time Sensitivity: *(none or explain)*	N/A
Budget Impact: *(none or explain)*	N/A
Attachments: *(none or list)*	N/A

CENTRALINA
REGIONAL COUNCIL

Item 7

Board Agenda Item Cover Sheet

Board Meeting Date:	September 13, 2023	Agenda Item Type:	Consent:		Regular:	X
Submitting Person:	Geraldine Gardner	Presentation Time:	10 minutes			
Presenter at Meeting:	Geraldine Gardner	Phone Number:	704-351-7130			
		Email:	ggardner@centralina.org			
Alternate Contact:	Narissa Claiborne	Phone Number:	717-434-2284			
		Email:	nknight@centralina.org			
Submitting Department:	Administration	Department Head Approval:	Geraldine Gardner			

Description of Agenda Item:
The Board Chair and Executive Director will provide a forecast of the nominating committee and Board Officer election process for calendar year 2024.

Background & Basis of Recommendations:
Based on feedback from the Executive Board in 2022, Centralina will begin the officer recruitment and nominating committee process several months earlier this year. This brief presentation will cover the four major Officer roles, the nominating committee formation timeline and recommended Delegate outreach process.

Requested Action / Recommendation:
Receive as information

Time Sensitivity: (none or explain)	Nominating committee must be formed no later than the November Executive Board meeting.
Budget Impact: (none or explain)	None
Attachments: (none or list)	None

2024 Centralina Officer Roles

Centralina holds 4 officer positions. The Board of Delegates will vote to elect officers at our 2024 annual meeting.

Chair (Incumbent: Bobby Compton, Town of Mooresville)

- Presides over all meetings of the Board of Delegates and the Executive Board
- Appoints an Executive Board member to serve as the Council's representative to the North Carolina Association of Regional Councils of Government's Forum
- Executes contracts or other documents in the name of the Council
- Supervises the Executive Director in the performance of their duties
- Perform other tasks as required or as directed by the Executive Board or the Board of Delegates

Vice Chair (Incumbent: Jay McCosh, Town of McAdenville)

- Performs the duties of the Chair when the Chair is absent or unavailable for the performance of their duties
- Serves as an ex-officio member of all standing committees

Secretary (Incumbent: Jarvis Woodburn, Anson County)

- Keeps or supervises the keeping of all records and minutes of meetings

Treasurer (Incumbent) Corinthia Lewis-Lemon, Morven)

- Supervises all financial matters in cooperation with Finance Director and chairs the Finance Committee