

RFP Exemption Justification Memo

Subject: RFP Exemption Request – GIS Managed Services (ROK Technologies)

From: Luke Fawcett, Assistant Director – Planning & Resource Management

To: Brian Matthews, County Manager

Date: October 6, 2025

Overview

GIS Managed Services refers to the cloud-hosted, vendor-supported infrastructure used to power Union County Water's geospatial systems and tools. In December 2021, Union County first partnered with ROK Technologies to provide a managed ArcGIS Enterprise environment hosted in AWS. This decision was driven by the increasing demands on GIS infrastructure and the growing role of geospatial data in utility operations.

Request

Union County Water in cooperation with Union County IT requests an exemption from the standard RFP process to renew our existing contract with ROK Technologies for Managed Services. This includes management of Union County's AWS-hosted ArcGIS Enterprise environment, which supports essential operational systems, data pipelines, and field programs across the Union County Water Integration Environment: Water, Technology, Infrastructure, and Business Analytics - where GIS serves as a foundational layer connecting asset data, operational workflows, and spatial analysis tools across the utility.

Background

ROK Technologies currently provides fully managed services for our GIS infrastructure, including ArcGIS Enterprise, SQL databases, virtual desktops, backups, monitoring, and system patching. This hosted environment is deeply embedded in multiple systems and operational workflows across Union County Water, including deep asset management, inspections, compliance reporting, capital planning, and customer support tools.

Justification for RFP Exemption

1. **Integration Across Core Systems** - GIS is integrated with Lucity, WIMS, permitting systems, ETLs, and capital planning models. Disrupting this environment would require major reconfiguration of mission-critical systems.
2. **Specialized and Actively Managed Infrastructure** - ROK maintains and supports a complex AWS environment with production and development stacks, SQL servers, monitoring agents, and virtual desktop interfaces. This is not a commodity hosting service; it's a specialized platform requiring specific technical knowledge.



3. **Continuity of Service** - Changing vendors would introduce high risk, cost, and service interruption. ROK has detailed knowledge of our environment, and no other vendor could assume responsibility without extensive onboarding.
4. **Contract Efficiency and Cost** - The contract represents a continuation of current services with no markup or onboarding costs. There is no evidence an RFP process would yield meaningful cost savings without sacrificing performance.

Contract Details

- Vendor: ROK Technologies, LLC
- Contract Type: Managed Services – AWS-hosted ArcGIS Enterprise
- Term: 12 months (Dec 1, 2025 – Nov 30, 2026) with a 1 year optional renewal
- Total Cost: \$163,872 annually
- Scope: Infrastructure hosting, system monitoring, upgrades, VDI support, SQL backups, and Esri software management
- Quote: Attached (SOW dated 2025-09-03)

Recommendation

To ensure continuity of operations and preserve the integrity of our integrated GIS systems, I recommend approval of this RFP exemption for the renewal of our contract with ROK Technologies.

Brian Matthews, County Manager

Date