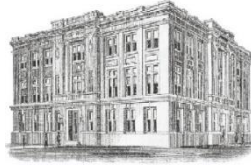


**Christian County Commission**



**PUBLIC NOTICE – REQUEST FOR PROPOSAL**

**REQUESTED:**

**Request for Proposal – Managed I.T./I.S. Information Technology & Information Systems (I.T./I.S./I.S.) Services**

**CONTACT: Krista Raleigh, Purchasing Agent**

**PHONE: (417)582-4305**

**EMAIL: [kraleigh@christiancountymo.gov](mailto:kraleigh@christiancountymo.gov)**

**RETURN PROPOSAL NO LATER THAN: 9:30 a.m. (Central Standard Time), October 5, 2020**

**RFP OPENING DATE: October 5, 2020**

**RFP OPENING TIME: 9:45 a.m. (Central Standard Time)**

**RETURN PROPOSAL TO: Christian County Commission  
100 West Church Street, Room 100  
Ozark, Missouri 65721**

**NOTE: Please provide one (1) unbound original and five (5) copies of your detailed bid proposal.**

**Christian County invites qualified I.T./I.S./I.S. firms licensed to do business in the State of Missouri to provide Managed I.T./I.S./I.S. Services for various offices within Christian County government. Questions concerning this request may be directed to the Purchasing Agent.**

## **Structure and Scope of Services**

Multiple Christian County offices and departments maintain 24/7 staffing and operations. Given the nature of the services provided by Christian County, security and risk are significant priorities and Christian County seeks to improve its risk management within IT services.

Christian County currently does not have IT staff and uses a managed service provider. Christian County is seeking support in the following areas:

- Network Management
  - Security and Social Engineering
  - Cyber Threat Detection/Prevention
  - Email Management, Including Spam Protection
  - Application Management
  - Infrastructure Support
  - Backup Management and Disaster Recovery
  - On-site vs Off-site data storage evaluation/assistance
  - On-site and Remote Support (Help Desk)
  - Additional remote management, access, reporting, and automation
  - Maintained network documentation
- (This is not a comprehensive list. More services may be required.)

## **Instructions to Proposers:**

Proposals not conforming to the instructions provided herein may be subject to disqualification at the option of the County. All questions concerning this Request for Proposals document shall be submitted by email or in written form. Only questions submitted in writing or by email shall be responded to via an addendum. No questions may be submitted after the cut-off for questions (please see timeline on page 4). Questions may be emailed to [krleigh@christiancountymo.gov](mailto:krleigh@christiancountymo.gov). Proposals received after the stated date and time will not be considered and will be returned unopened to the Proposer. Proposals are due on or before 9:30 a.m. on October 5, 2020, and are to be delivered to the address noted above in a sealed envelope. Mark the envelope "Sealed Proposal – DO NOT OPEN". Firms responding to the request should prepare their responses to address the following minimum items:

## **General Information:**

1. Name of company, address, telephone number, fax number, email, web address, and name of primary contact person.
2. Identify any legal proceeding (arbitration, complaint, or court action) filed against your firm for any project for which you provided IT services in the past five years.
3. Include a sample contract you intend to use should your firm be selected as the successful team.

### **Experience and Resources:**

1. Describe your firm, its background, and its capabilities. In particular, support your capacity to perform the services detailed in this RFP. Please include total number of employees, industry experience, certifications, affiliations, and a comprehensive list of services provided.
2. Indicate which employees from your firm would be involved in providing services to Christian County, including their designated roles, qualifications, and experience. A resume of the primary individual(s) who will be responsible for the Christian County account is required. Include an organizational chart.
3. Provide information for any subcontractors needed to provide required services.
4. Detail experience on projects where you have managed IT services.
5. Provide a list of references, with names and contact information, for organizations or businesses for whom you have performed similar work. A minimum of three references are required. References from government agencies and large corporations are preferred. List contact name, title, phone number, and email address.

### **Services:**

1. Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.
2. Describe your approach to provide installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.
3. Detail the process of providing services, as outlined in section "Structure and Scope of Services" below, including time spent on-site and remote support available. Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included.
4. Detail your firm's approach to offering end-users a uniform working experience at any location throughout Christian County, providing consistent, reliable, and secure access to files, folders, email, and printers.
5. Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as helpdesk ticketing system.
6. Outline your firm's procurement and purchase ordering process, if defined.
7. Describe any additional service items that may be of interest to Christian County.

### **Additional Considerations:**

1. Describe your approach to protecting budgets and meeting schedules.
2. Identify the strengths of your organization that would benefit the County.
3. Describe any additional facets relevant to this RFP, which have not been previously mentioned that you feel warrant consideration or add to your firm's value as a strategic partner to Christian County.

### **Acceptance or Rejection of Proposals**

From the information provided, a firm or firms may be selected to be interviewed at a later date. The County Commission reserves the right to accept or reject any or all proposals and to waive any informalities in the review process. Omission of any information may be sufficient cause for rejection of a submitting firm's statement. All cost incurred in the preparation of the response to this request will be the sole responsibility of the submitting firm. The County reserves the right to reject any and all submittals when (1) such rejection is in the best interest of the County; or (2) if the submittal contains any irregularities; provided, however, that the County reserves the right to waive any minor irregularities and to accept the most responsive and responsible proposal. The County reserves the right to cancel this Request for Proposals at any time and/or to solicit and re-advertise for other proposals. The County is not obligated to enter into a contract on the basis of any proposal submitted in response to this document.

### **Proposal Disclosure**

Upon opening, proposals become public records and shall be subject to public disclosure consistent with Missouri State Statutes.

### **Development Costs**

Christian County shall not be responsible for bid/proposal preparation, submission, or presentation costs, nor for the cost, including attorney fees associated with any administrative, judicial, or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal. By submitting a bid, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

### **Indemnification**

The Proposer, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees, and otherwise hold harmless Christian County, its employees, and agents, from any liability of any nature or kind in regard to the delivery of these services. The Proposer shall secure and maintain General Liability Insurance as will protect them from claims under the Worker's Compensation Acts and from claims for bodily injury, death, or property damage which may arise from the performance of their services under this contract. Further, the Proposer shall provide the County with evidence and the amount of Errors and Omissions Insurance, i.e., Professional Liability Insurance currently in effect.

### **Timeline**

<b><u>Activity</u></b>	<b><u>Date</u></b>
RFP Made Available	September 2, 2020
Deadline to Request a Site Visit	September 18, 2020
Site Visits	September 22 – 23, 2020
Question and Answer Period (All questions must be submitted in writing. Send questions to <a href="mailto:kraleigh@christiancountymo.gov">kraleigh@christiancountymo.gov</a> for creation of addendums).	September 2 – September 25, 2020
Deadline for Proposals	October 5, 2020 at 9:30 a.m.
Interviews with Selected Respondents	Week of October 18, 2020
Evaluation and Negotiations Completed	Week of October 25, 2020
Provider Selected and Notified	November 16, 2020
Contract Services Begin	January 1, 2021

### **Minimum Qualifications**

Minimum Qualifications:

All managed service providers submitting a final bid must:

- a. Be licensed to do business in Missouri,
- b. Have the expertise, license, and resources to provide managed IT services for Christian County's current and future operations,
- c. Consistently maintain and allocate sufficient staff resources to provide timely service,
- d. Maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas,
- e. Maintain required insurance coverage.

### **Evaluation and Interviews**

A committee of individuals representing Christian County will perform the evaluation of all proposals. Following this evaluation process, the committee may elect to ask qualified respondents to complete an oral interview before the committee. The purpose of the interview is to allow those selected firms further expansion and discussion of their written responses. Oral interviews are provided at the sole discretion of Christian County and are for the purpose of allowing Christian County to broaden their understanding of certain selected respondents.

### **Award of Contract**

The term of the contract shall be for one (1) year, with the option to renew for three (3) additional one-year periods on favorable annual performance. The County reserves the right to reject any or all offers when it is in the County's best interest. The County reserves the right to cancel the contract, or portions thereof, without penalty at any time.

The vendor hereby declares understanding and agreement of the terms of this Request for Proposal.  
**Signature required below confirming understanding of this statement.**

Doing Business as (DBA) Name	Legal Name of Entity/Individual Filed with IRS for this Tax ID No.
Mailing Address	IRS Form 1099 Mailing Address
City, State, Zip Code	City, State, Zip Code

Authorized Representative	Email Address
Phone number	Fax number
<b>Authorized Signature</b>	<b>Date</b>
Printed Name	Title

Any additional information desired may be requested by contacting:

Krista Raleigh  
Purchasing Agent  
Christian County Government  
100 W. Church St, Room 100  
Ozark, MO 65721  
[kraleigh@christiancountymo.gov](mailto:kraleigh@christiancountymo.gov)  
(417) 582-4305

The email address listed above is for information requests only and shall not be used for submission of proposals or modifications to proposals. Such submissions will be rejected and deleted without notification to the sending party.