



**FRANKLIN COUNTY
PURCHASING DEPARTMENT
REQUEST FOR QUALIFICATIONS (RFQ)**

RFQ NO: 2023-12

TITLE: Information Technology Support Services and Consulting

Solicitation Schedule & Deadlines:

April 5, 2023	Solicitation Release Date
April 14, 2023 10:00AM	Deadline for Submitting Questions
April 21, 2023 4:30PM	Deadline to post Addendum
May 4, 2023 10:00AM	Deadline to Submit Response

Responses must be received no later than “Deadline to Submit Response”
May 4, 2023 10:00AM

Shakara Bray, Purchasing Director
Meagan Cowser, Assistant Purchasing Agent
Phone: 636-584-6274 Email: purchasing@franklinmo.gov

Submittal Instructions: Print this Packet in its entirety and complete all pages per instructions. Print the SEALED RESPONSE LABEL found in Attachment 1 of this packet and attach to the front of your envelope.

PURPOSE

The purpose of this process is to identify and select a qualified Information Technology Support Services Company.

-Selected firms for interview must demonstrate qualifications, experience, and abilities to perform the scope of work detailed in this document. If chosen, the anticipated contract term is (1) year and the County reserves the right to offer or deny an additional renewal option. A selection committee will review and grade responses to this RFQ.

The selected respondent will be required to enter into a written agreement with Franklin County to provide all services required in this RFQ

The County intends to enter into an agreement with the selected Respondent commencing December 1, 2023 to allow for the transition of vendors, if one needs to take place.

All respondents and the selected respondent must agree to comply with and be governed by the County's procurement policy.

All documentation (including plans, photos, etc.) pertaining to any Franklin County operations are the property of Franklin County and will be provided to the County for records retention.

BACKGROUND

The County of Franklin does NOT have an Internal IT Department and is currently using an outside vendor service to provide all of our IT Support.

Franklin County Missouri has a network infrastructure that consists of five organizational domains encompassing Franklin County Government, Sheriff's Department (Including 911\EMA), Narcotics, Prosecuting Attorney, and Child Support. In addition to the organizational domains there are two web domains that support Electronic Mail, GIS, inhouse applications, and access to other online services. Currently this is managed with three failover clusters (with a combined total of twenty-seven virtual machines) in two separate facilities that support a total eight physical locations within Franklin County. These locations are located in downtown Union, MO (Judicial Court, Municipal Court, Health Department, Juvenile, and Government Center - Primary Operations Center). Two miles away from primary Operations Center is the Sheriff's Office, Correctional Facility, 911/EMA (housing Secondary Operations Center), and Highway Department-East location. Twenty miles from the Primary Operations Center is the Highway Department West Location.

The network infrastructure operates within a 1GB client network system, with nine failover/cluster servers, accessing the switched network in a 10/100/1000 environment. The failover/cluster servers are working in a 10GB environment with five core switches each functioning in a 100/1000/10000 environment using a campus wide fiber optic ring and a dedicated 10G connection to the Operations Center located in EMA/911.

The services and support of the IT Contract are provided to all departments and employees of the County including, but not limited to, thirteen County Elected Officials, eleven County departmental offices that include; Human Resources, Purchasing, Highway, Building dept., 911 Call Center, Emergency Management, Health Department, Municipal Courts, all Law Enforcement (Correctional facility and Sheriff's office), GIS, Planning and Zoning, and additional State offices that use county resources. These include Child Support, Juvenile, and Judicial Court.

1. Support for all full-time employees, part-time employees, seasonal employees, and end users in various capacities. These totals are in excess 300 employees at any given time.
2. Nine Host servers operating twenty-seven virtualized servers, three separate physical domain servers, three back up servers, two standalone web (intrusion detection) servers, and five physical firewalls. All servers, virtual machines, and client PC's use Microsoft Operating Systems.
3. Between all locations there are fifty-five managed switches, fifteen unmanaged switches, five firewalls twenty-seven managed wireless access points and six unmanaged wireless access points.
4. Network and VLAN Support for approximately 300 Mitel Hosted VOIP phone devices.
5. Sixty-five networked printers and scanners combined.
6. 325 desktop workstations.
7. Over seventy-five mobile devices including, but not limited to, MiFi's, ToughBooks, Tablets/IPADs, and Smartphones.
8. Nineteen plus business related applications for various departments. These are for departmental needs including mission critical applications such as GIS, Omnigo, MULES, Watchguard, Security Cameras and door access, accounting, Human Resources, etc. Included in this list are the more well-known office and protection type applications including Microsoft Office, Adobe, Chrome, antivirus, etc.
9. Approximately twenty-three custom in-house applications. These applications require expertise in:
 - i. General: Unix, Linux, Windows 7/10/11, Windows Server 2012/2016/2019/2022, IBM NMOM, TIVOLI, and Jasper Report, IIS.
 - ii. MS-SQL Firebird, and MySQL
 - iii. User Interface (UI) Development: Angular, Postman, and JavaScript
 - iv. Build Tools: Gradle and Bitbucket.
 - v. Amazon Web Services: ELB, ALB,WAF, EC2, SQS, IAM, RDS, Elasti Cache, Kinesis, and Microservices Architecture.
 - vi. Java Development: Spring Boot, JPA, Rest, Batch, Caching, Security, and Thymleaf.
 - vii. .NET Technologies Development: VB and C#.
 - viii. Web Security Services: OAuth, Tokens, SSL, and Jasypt.
 - ix. Project Management: Jira

SCOPE OF SERVICES

Firm's response shall demonstrate an understanding of the subject matter and describe an approach that will be taken to accomplish the services requested.

Franklin County is looking for a qualified IT Service Provider to assume the internal role of an integral IT Department. The scope of these services should include a minimum of the following and shall be provided by the selected Firm.

- Initial Assessment/IT Lifecycle Planning
 - o Establish minimum hardware specifications.
 - o Audit and Assess all Hardware and Software.
 - o Determine necessary EOL (End of Life) of hardware and software.
 - o Establish a suggested hardware / software replacement plan.
 - o Create list of priorities that could create largest technology issues.
- Support
 - o 8-5 Monday-Friday CST Support, Excluding Holiday & Weekends
 - o An allowance of Emergency (Mission Critical) after hours up until a specific number of hours.
 - o Onsite Support with 4 dedicated full-time IT technicians and include use of other technicians
 - o Monitoring of Network 24X7X365 and reporting issues and suggested actions.
 - o Maintain inventory of IT Hardware & Software
- Cybersecurity
 - o Have a detailed plan when it comes to Cybersecurity and threat mitigation.
 - o Endpoint Security
 - o Zero Trust Applications for Workstation & Servers
- Application Whitelisting
 - o Internet Filtering / SIEM
 - o Zero Trust VPN & IDS Intrusion Detection on all Workstations / Servers
 - o Dark web Scanning of cityofmarshfield.com domain.
 - o Cloud – File Backup for Workstations
 - o Local & Cloud Backup for Servers
- File Backups & System Images
- Retention on Cloud Backups
 - o Email Backup & Archiving for Compliance
 - o Disaster Response Plan for Natural Disasters and Cyberattacks.
 - o Run Email Phishing Campaigns and offer Cyber Security Training Education
 - o Secure Online Password Manager with Mobile Application
- Ability to share common passwords with other County Employees securely.
 - o Securely encrypt all County Administrative Technology passwords.
 - o Encrypt hard drives of workstations.

- o IT Company must stay informed on latest threats and will educate end users on threats as needed. In addition, company will perform proactive mitigation of learned vulnerabilities.
- o Maintain patch management on Operating Systems and other equipment if applicable.
- o Alerted if unknown network devices connect to network and assume an IP Address.
- Hardware & Application Support
 - o County understands that all third-party software must be covered under a software maintenance agreement.
 - o IT Company will assist with the scheduling and installing of updates on third-party software.
 - o Troubleshoot local desktop and server applications.
 - o Handle installation of physical hardware of workstations, servers, and network equipment.
 - o Establish Incident / Request Response Level and Estimated Resolution Times
- Network and Server Management
 - o Responsible for updating and making any configuration changes necessary.
 - o Assist with the installation of any new application or appliances on the network.
 - o Maintain network segmentation. This includes Wi-Fi, County Network, and SCADA and where they connect ensure there are adequate security measures in place.
 - o Monitor active utilization of network and capacities to ensure necessary uptime and future planning.
- Consulting
 - o Gain understanding of the County of Franklin's business objectives and work to create an IT plan to help achieve their concerning technology.
 - o Check in frequently to ensure business objectives have not changed or determine if their needs to be a realignment of IT plan.
 - o Build technology budget and manage the IT budget throughout fiscal year.
 - o Consistently be looking for better tools and ways the county could leverage technology to improve their productivity.

The County reserves the right to purchase equipment from the awarded firm, and/or any other contract/cooperative agreement that would be most advantageous for the County budget and department functionality.

The contract to be awarded does not obligate the County to purchase computer equipment, hardware devices, cabling, licenses, or software from the successful vendor.

Statement Submission Requirements

All Statements of Qualification shall include the following:

- Cover letter including respondents firm name, address, telephone number, and signature by an authorized representative of the respondent's firm. Please designate a single representative or prime contact through whom the Owner may communicate.

- A brief statement of your understanding of the services to be performed and to make a positive commitment to provide services as specified.
- Profile: Including Names of the persons who will provide the services, their qualifications, and years of experience performing this type of work. Employees and their area of involvement; technical support, programming, consulting, sales support, and administrative support. Description of the respondent's experiences in providing the same or similar services as outlined in the RFQ. Length of time providing proposed services, length of time in business, number of clients within the public sector, number of clients, and location of office to service the account.
- Completed Statement of Qualifications shall be submitted in one original and two (2) copies in a sealed envelope and shall be marked and addressed as follows and must be received no later than 10:00AM on Thursday May 4, 2023:

Franklin County Purchasing Dept.
 Attn: Purchasing Dept. Only
 "Sealed " "RFQ:
 400 E. Locust
 Purchasing Dept.
 Union, Mo. 63084

- Other service providers you may need as part of your team.
- At least Three (3) references for similar type of contract.
- A fee proposal
- Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- Naming of staff resources, with identification of principal key personnel and their credentials/certifications; who are available to provide the services; experience and expertise of staff; local availability of staff is an important consideration; role and responsibilities that each staff member will have.
- Support services questions to be addressed:
 - A. Help Desk Description
 - B. Support availability (days of week and time)
 - C. Structure of charges for support
 - D. Steps for resolving problem escalation
 - E. Final authority regarding conflicts
 - F. Response time and goal for resolving problems
- Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and whether the issue was either litigated or not litigated.
- Scope of services beyond the RFQ that the firm provides which may be of interest to the County.
- Summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

Any questions in regard to statement requirements shall be directed to the Purchasing Department at purchasing@franklinmo.gov.

LATE proposals will not be accepted nor returned.

Firm shall submit a draft contract.

Evaluation Criteria

The evaluation criterion defines the factors that will be used by the selection committee to evaluate and score responsive, responsible and qualified proposals. Respondents shall include sufficient information to allow the selection committee to thoroughly evaluate and score proposals. Each proposal submitted shall be evaluated and ranked by a selection committee. The contract will be awarded to the most qualified respondent, per the evaluation criteria listed below. Respondents are not guaranteed to be ranked.

Experience and Technical Competence	40 max points
Capacity and Capability	30 max points
Past Record of performance	30 max points

Evaluation Criteria Cont.

An oral presentation and/or interview may be requested of any firm, at the selection committee’s discretion.

MISCELLANEOUS INFORMATION

Nothing contained herein will create any contractual relationship between the County and the firm submitting qualifications. Statements contained in the response of the successful firm may become part of the agreement for services.

Information received from each firm will become the property of the County. Information submitted by the firm cannot be considered confidential.

County reserves the right to approve all assigned personnel and may require the firm to replace members of the project team as deemed necessary. The awarded firm will be subject to a background check done by the Franklin County Sheriff’s Office.

The owner, Principal, or Corporate Officer of the responding firm shall sign the response to the Request for Qualifications attesting that all the information provided is true.

The County reserves the right to accept or reject any or all Qualifications and to waive any irregularities.

The County is not responsible for any costs incurred by any firm for any work performed relative to the preparation of the Response to this Request for Qualifications or subsequent negotiations of a contract for professional services.

The County reserves the right to cancel or modify the terms of this RFQ at any time. The County will provide respondents with written notice of cancellation or modification.

The selected Firm shall agree to indemnify and defend and hold harmless the County, together with its employees, agents, and authorized representatives, from and against any and all losses, suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, reasonable attorney fees, costs and expenses of whatsoever kind or nature whether arising before or after completion of the work and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part, by reason of any action, omission, fault or negligence whether active or passive of Firm, or of anyone acting under its direction or control or on its behalf in connection with or incidents to the performance of the Contract. Firm's indemnity and hold harmless obligations shall apply to the fullest extent permitted by law.

Insurance Requirements

If selected the Firm shall provide consistent insurance with the coverage stated below:

- Commercial general liability insurance: Including Death and coverage for Premises, Operations Products and Completed Operations, Contractual Liability, Broad Form Property Damage, Independent Contractors. Such coverage shall apply to Bodily Injury and Property Damage on an "Occurrence Form Basis" with limits of Four Million Dollars (\$4,000,000) for all claims arising out of a single accident or occurrence and One Million Dollars (\$1,000,000) for any one person in a single accident or occurrence.
- Workers compensation insurance: Statutory coverage per R.S.Mo. 287.010 et seq
- Automobile Liability Insurance: Covering Death, Bodily Injury and Property Damage for owned, non-owned and hired vehicles with limits of Four Million Dollars (\$4,000,000) for all claims arising out of a single accident or occurrence and One Million Dollars (\$1,000,000) for any one person in a single accident or occurrence.
- Professional liability insurance coverage in the amount of Four Million Dollars (\$4,000,000) for each

ATTACHMENT 1

SEALED LABEL

PLEASE ATTACH LABEL TO OUTSIDE OF PACKAGE

SEALED RFQ RESPONSE ENCLOSED

DELIVER TO:

Purchasing Department
400 East Locust St, Rm 004
Union, MO 63084

BID # 2023-12 DATE: May 4, 2023 10:00AM

**DESCRIPTION: Information Technology Support
Services and Consulting**

Vendor Name: _____

Vendor Address: _____