



FRANKLIN COUNTY
PURCHASING DEPARTMENT
REQUEST FOR PROPOSALS (RFP) COVER PAGE

RFB NO: #202325

TITLE: IT Support Services

Solicitation Schedule & Deadlines:

October 27, 2023	Solicitation Release Date
November 3, 2023 2PM	Deadline for Submitting Questions
November 9, 2023 4:30PM	Deadline to post Addendum
November 28, 2023 2PM	Deadline to Submit Response

Responses must be received no later than "Deadline to Submit Response"

Date November 28, 2023 2PM

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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/ INTRODUCTION/ BACKGROUND

Franklin County is soliciting a Request for Proposals from qualified Firms to provide Information Technology managed services. The term of the awarded contract shall be date of fully executed contract through one (1) year, with the County reserving the option to renew for four (4) additional one (1) year extensions.

Please provide a brief history of the responding organization, how long the organization has been providing managed Information Technology services, and a short list of local government organizations that the responding organization is performing similar work for.

SCOPE OF SERVICES

Response to Requirements

It may not be feasible for every responding entity to be able to perform all of the requirements listed. If the responding entity is unable to perform one or more requirements, please note that in the RFP response. If the responding entity would sub-contract the requirement, please note that as well. Being unable to perform all the requirements is not an automatic rejection of the RFP response.

In the RFP response, please provide a description of how your service will full each of the requirements, a rate card, and an estimation of hours for each item.

Definition of Support Services

Support for all County owned Information Technology is defined as:

- 1) Maintaining applications and hardware, in good working order.
- 2) Preparation of hardware, deployment, installation, and deprovisioning of hardware.
- 3) Administration of hardware and software configurations.
- 4) Administration of network and security devices.
- 5) Administration of databases and other complex applications.
- 6) Implementation of security patches and updates to operating systems, software, and firmware.

Support for where applications, hardware, or SaaS services are provided by a different vendor, and are purchased as a service, is defined as “interfacing with the service provider to provide monitoring and support escalation services.”

Service Levels

Service Levels shall be determined during contract negotiation. The responder needs to be willing to enter into Service Level Agreements that may carry penalties if the service level was not maintained due to negligence on the part of the service provider.

Service Levels would not apply when impacted by events beyond the responding entity’s control. For example, if County chose to not fund an Uninterruptible Power Supply and there was an outage due to building power loss, that time would not count against the agreement. Service Levels would not apply against scheduled outages performed during defined change windows.

Below is an example of what will be created with the awarded entity. Please respond with the ability to meet the labor related SLAs and what approach would be used to meet the hardware and security Service Levels.

Service	Criteria
Support Phone Call, Business Hours	Answer in 2 minutes or less
Support Phone Call, After Business Hours	1 hour callback
Support Email or Portal, Business Hours	Answer in 1 hour or less
Support Email or Portal, After Business Hours	Next business day
Server Uptime	99.9%
Network Device Uptime	99.9%
Storage Device Uptime	99.9%
Server Backup	Daily backup 99.9%
Firewall Uptime	99.9%
Remote Access (VPN) Uptime	99.5%
Security Patch Deployment Delivery	99.5% deployed within 24 hours of patch release

Expected Staffing

Two (2) Tier 3 technicians to be on-site in the primary government office at 400 E. Locust from 8 AM till 4:30 PM every business day. On the occasion that a technician needs to visit another County facility, at least one technician shall be present at the primary government office. The technician’s primary responsibility would be to work helpdesk tickets by the priority they are assigned. When a critical situation arises, the IT Director will have the authority to interrupt their work for a priority issue. The criticality of the situation is determined by the IT Director. If a situation occurs that the technician deems to be critical, the technician or their supervisor shall report it to the Information Technology Director as soon as possible.

The responding entity shall maintain sufficient expertise to support all hardware, software, and services. Expertise that is not possessed by the on-site technicians shall be accessible on-demand to support the on-site staff.

The responding entity shall maintain a Tier 1 Helpdesk capable of answering requests via phone and email during normal business hours of the County.

The responding entity shall be able to provide remote and on-site support after hours, weekends, and holidays.

Technicians, both on-site and off-site, would need to submit to and pass a High-Level Clearance background check performed by the Franklin County Sheriff before being allowed to work on County IT Systems.

Hardware and Software

Support shall include all computer hardware, appliances, mobile devices. Scanner, printers, multi-function devices, and software as well as all network hardware, and security hardware, with associated operating systems, firmware, and other software that is owned, leased, or licensed to County.

County is standardized on the Microsoft Windows platforms, security appliances are SonicWall and Watchguard. County will purchase any necessary hardware and software for the organization.

- PCs
 - 375 estimated number
 - About 25% Laptops
 - Windows 10 = 90%
- Servers
 - 27 virtual machines running Hyper-V
 - 85%+ are Windows Server 2016 or newer
 - 2 SuperMicro as Backup Servers
- Storage Devices
 - 4 Synology Devices
 - 2 QNAP devices
- Hosts
 - 6 Hosts in 2 3-host clusters
 - 2 Storage Applications
- SQL Server Installations
 - 21 installations of SQL server

- Network
 - About 70 switches: A mix of netgear, HP Aruba. Some up to 15 years old.
 - About 33 Wireless Access Points. All are SonicPoint or SonicWave.
 - NetExtender for VPN
- Firewalls
 - SonicWall
 - Watchguard

Data Destruction

The responding entity shall be responsible for performing destruction of data on decommissioned equipment per the CJIS standard for sanitization of digital media. Data destruction shall be logged with sufficient information to confirm who and when the data was destroyed.

Inventory Management

The provider needs to be able to perform real-time inventory management of the hardware and software in County's network. That information will need to be used to maintain a inventory tracking process in County to include being able to link any client hardware or software license to an individual person.

Backup and Restoration

County is expecting to have Backup and Restoration provided as a service. All servers, storage devices, and Office365 G1 and G3 cloud services must be backed up nightly to a non-volatile off-site storage location.

Cybersecurity Monitoring

County is expecting that the responding entity possesses the needed tools and staffing to integrate the log files from network and security devices as well as the alerts generated by end-point protection and intrusion detection software. That data will be monitored for the signs of a security incident or to highlight weaknesses in the County's cyber security defenses.

Indications of a security incident will require that the entity follow the County's cyber security incident plan.

Cybersecurity Applications

The responding entity would need to be able to recommend, implement, and/or manage the security infrastructure of County including Web Filters, Web Application Firewalls, Traditional Firewalls, Email security, anti-phishing, anti-spoofing, and other tools as needed.

Hardware, Software, and Network Monitoring

County is expecting that the responding entity possesses the needed tools and staffing to monitor all network devices and circuits in County. In addition, all servers, storage, and appliances in the datacenter will be monitored. Monitoring of Operating system and selected Windows Services is required.

Custom Application Support

Custom applications shall be supported based on best effort with the understanding that insufficient information may not be available to repair the application. A log of all issues and resolutions shall be kept.

Custom Application Development

The responding entity will have the capability to write custom applications using a modern software language. The responding entity must be willing to give ownership rights of the software to County, along with the Source Code and Application documentation. The responding entity will need to maintain the needed skills needed to update and repair the software for the duration of any contract signed.

The responding entity will need to have the capability to perform vulnerability scans against the software and be willing to run those scans with each patch or revision to the software. The responding entity would be required to certify all custom software written by the responding entity has passed this check.

Directory Management

The responding entity would need to manage the existing five (5) Active Directories in County including permissions, group policy, user and machine accounts. It would be the responsibility of this entity to create, deprovision, disable, and delete AD objects based on the policies of County. The responding entity would be responsible for designing Group Policies and Permissions based on the policies of County.

Database Management

The responding entity would be responsible for correcting issues with the databases and database connectivity. Ensuring that the databases are backed up and recoverable. Creating any reporting for the database using the Microsoft SQL Reporting Services.

Office365 Management

The responding entity would be responsible for managing all aspects of the Office 365 suite including mail, SharePoint, client deployment, OneDrive, and other services.

Business Analysis

The responding entity would need to have skills available to provide Business Analysis and Process Mapping services. These services would be used to inform decision making for technology purchases or changes.

ITIL Processes

The responding entity must utilize the following ITIL 4 Processes and be willing to adapt those processes to the needs of County.

- 1) Change Management and Change Communication
- 2) Release Management
- 3) Incident Management
- 4) Inventory Management

The responding entity must be willing to modify their ticket handling and prioritization processes based on County standards.

Line of Business Applications

The responsibility entity would need to be able to provide Tier 1 support for all line of business applications including, but not limited to: Adobe Family of Products, ADP, Vanguard CAMAvision, ESRI, Omnigo, MULES (State Police Application), CAD (Computer Aided Dispatch), and Fidlar.

Invoicing

The responding entity will invoice County once per month with a detailed invoice specifying the work done by line item and the department or office that the work was performed for.

Project Management

Projects are defined as non-break/fix activities where a new service is introduced or a major replacement or upgrade to existing services will occur. County will be responsible for some project management activities using a slimmed down version of PMI. It is expected that the responding entity will also supply a project manager to manage the entity's activities for projects and coordination with the County project manager.

Reporting

Responding entity shall be able to generate custom reports on inventory, service level adherence, monitoring information, change and release management activities, and helpdesk ticket handling. Reports to the County IT Director should be weekly.

Procurement

The responding entity shall abide by County policies, procedures, and standards when purchasing products and services for County. Any staff, of the responding entity that is responsible for purchasing products for their customer shall be required to read and sign the County's Purchasing Policy.

Regulated Data

The responding entity shall be able to implement security measures needed to manage CJIS, PHI, and PII data.

PROPOSAL REQUIREMENTS

It is the responsibility of the Vendor by careful personal examination of the sites, to satisfy themselves as to the location of the work, worksite conditions, and the quantity of staff required. The Vendor shall examine carefully the proposal and all other documents and data pertaining to the Project. Failure to do so shall not relieve the awarded Vendor of obligation to perform the provisions of the agreement. The Vendor shall not at any time after the execution of the agreement make any claims alleging insufficient data, incorrectly assumed conditions or claim any misunderstanding with regard to the nature, conditions or character of the work to be done under the agreement.

The County will consider proposals from Vendors with specific experience and success in Information Technology Managed Services. All proposals must include:

1. Vendor name, address, telephone number and contact persons(s) email address.
2. Brief history of the Company.
3. Description of the Vendor's processes, method of approach, and timeline for implementation, including identification of specific services to be provided listed in the above Specific Requirements section of this RFP.
4. List of recent (last 24 months) organizations that have used the Vendor's services on similar projects, with contact names and contact information for reference checks
5. Pricing form, completed and signed.
6. Please describe the process the responding organization would use, if awarded, to perform any additional discovery prior to executing a contract.
7. Please describe the first five activities the responding organization would perform, if awarded, after contract execution.

8. All forms and/or tasks performed that are listed on the submission checklist below are completed and/or included with the Proposal:

**Only use the forms provided*

- I have reviewed the proposal schedule and deadlines, located on the solicitation cover page
- I have read ALL Terms and Conditions and Proposal Documents closely (Located at www.franklinmo.org)
- Solicitation Cover Page
- Affidavit for Work Authorization is completed and Notarized
- Certificate of Insurance(COI)
- I have one original and three copies that are labeled accordingly, *(or submitted online)*.
- Envelope is sealed and label attached, *(or submitted online)*

FRANKLIN COUNTY ACCEPTS ONLINE SUBMISSION OF RESPONSES

INSURANCE REQUIREMENTS

1. The Contractor shall furnish County with a certificate of insurance indicating proof of the following insurance from company's license in the State of Missouri:

A. Worker's Compensation and Employers' Liability: Worker's Compensation Statutory in compliance with the Compensation law of the Sate and Employers' Liability Insurance with a limit no less than \$1,000,000.00 each accident.

B. Comprehensive or Commercial General Liability with a minimum limit of \$1,000,000.00 per occurrence, \$3,000,000.00 aggregate combined Single Limit for Bodily Injury and Property Damage Liability. This insurance shall include, but not be limited to, the following coverage.

1. Premises – Operations
2. Products and Completed Operations
3. Broad Form Property Damage
4. Contractual
5. Personal Injury

C. Automobile Liability with a minimum limit of \$1,000,000.00 per occurrence, \$3,000,000.00 aggregate Combined Single Limit for Bodily Injury and Property Damage Liability. This insurance shall include coverage for all the following:

1. Owned Automobiles
2. Hired Automobiles
3. Non-Owned Automobiles

D. The certificate shall list the Certificate Holder and Address as follows: Franklin County, 400 E Locust Street, Room 206, Union, Mo 63084. The services provided to Franklin County shall be listed under "Description of Operations."

E. Such insurance shall include under the General Liability and Automobile Liability policies Franklin County, its employees, elected officials, representatives, and members of its board and/or commissioners as "Additional Insured's".

2. The Agreement of Insurance shall provide for notice to the County of amendment or cancellation of insurance policies 30 days before such amendment or cancellation is to take effect.

Employment of Unauthorized Aliens Prohibited

- (a) Vendor agrees to comply with Missouri Revised Statute section 285.530.1 in that it shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the State of Missouri.
- (b) As a condition for the award of this contract, the Vendor shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. The Vendor shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.
- (c) Vendor shall require each subcontractor to affirmatively state in its contract with Vendor that the subcontractor shall not knowingly employ, hire for employment or continue to employ an unauthorized alien to perform work within the state of Missouri and shall not henceforth do so. Alternatively, Vendor shall require each subcontractor to provide Contractor with a sworn affidavit under the penalty of perjury attesting to

the fact that the subcontractor's employees are lawfully present in the United States.

OFFER AND SCHEDULE OF FEES

The undersigned has thoroughly examined the entire RFP, including all addenda thereto, hereby offers to furnish all services in accordance with the requirements of the Request for Proposal, as described in the proposal attached hereto and incorporated herein.

The offeror is to make a written proposal which presents an understanding of the work to be performed. The proposal should demonstrate and provide evidence that the Firm has the capacities, professional expertise and experience to provide the necessary services as described in this RFP. The Firm shall ensure that all information required is submitted with the proposal. All information provided should be verifiable by documentation requested by the County. Failure to provide all information, in accuracy or misstatement may be sufficient cause for rejection.

EVALUATION CRITERIA

The criteria used to select a Firm include the following factors:

- A. Quality and responsiveness of the proposal. (20%)
- B. Ability, capacity, and experience of the Vendor to perform the services. (30%)
- C. Firm's plan/processes, services to be provided, method of approach, and schedule. (20%)
- D. Price to provide the services requested. (30%)

SELECTION PROCESS

The County will review and evaluate the proposals based on the evaluation criteria. Firms may be selected for interviews or questions for clarification. However, the County may choose to proceed without interviewing any Firms.

The County reserves the right, in its sole discretion, to reject any or all proposals, or portions thereof, to waive technicalities or deficiencies in any or all the proposals. The County reserves the right to cancel this RFP in part or in its entirety.

AFFIDAVIT OF WORK AUTHORIZATION

The grantee, sub grantee, contractor or subcontractor who meets the section 285.525, RSMo definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now _____ (Name of Business Entity Authorized Representative)
as _____ (Position/Title)

first being duly sworn on my oath, affirm _____ (Business Entity Name) is enrolled and will continue to participate in the E-Verify Federal Work Authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to _____ (Bid/Grant/Subgrant/Contract/Subcontract) for the duration of the grant, subgrant, contractor, or subcontractor, if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that _____ (Business Entity Name)

does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services related to _____ (Bid/Grant/Subgrant/Contract/Subcontract) for the duration of the grant, subgrant, contract, or subcontract, if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

Authorized Representative's Signature Printed Name

Title Date

Subscribed and sworn to before me this _____ of _____. I am _____
Day Month, Year

commissioned as a notary public within the County of _____, State of _____ and my commission expires on Date _____

Signature of Notary Date

AFFIDAVIT OF WORK AUTHORIZATION

(Continued)

CURRENT BUSINESS ENTITY STATUS

I certify that _____ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above.

Authorized Business Entity
Representative's Name
(Please Print)

Authorized Business Entity
Representative's Signature

Business Entity Name

Date

As a business entity, the grantee, sub grantee, contractor, or subcontractor must perform/provide the following. The grantee, sub grantee, contractor, or subcontractor shall check each to verify completion/submission:

- Enroll and participate in the E-Verify Federal Work Authorization Program (Website: <http://www.dhs.gov/e-verify>; Phone: 888-464-4218 Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein;

AND

- Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify Federal Work Authorization Program. Documentation shall include a page from the E-Verify Memorandum of Understanding (MOU) listing the grantee's, subgrantee's, contractor's, or subcontractor's name and the MOU signature page completed and signed, at minimum, by the grantee, subgrantee, contractor, or subcontractor and the Department of Homeland Security – Verification Division; (if the signature page of the MOU lists the grantee's, subgrantee's, contractor's, or subcontractor's name, then no additional pages of the MOU must be submitted).

CONTRACTUAL TERMS AND CONDITIONS ACKNOWLEDGEMENT

The undersigned Vendor/Contractor has read, understood, and accepted the Terms and Conditions as published in the Vendor Information Packet on the Franklin County Official Website located at:

<http://www.franklinmo.org/bidopps>

All terms and conditions as stated shall be adhered to by Vendor/Contractor upon acceptance of contract. Vendor/Contractor enters into this agreement voluntarily, with full knowledge of its effect.

Vendor/Contractor Signature

Date

Vendor/Contractor Name and Title

VENDOR INFORMATION

Company Name _____

Mailing Address _____

Phone number _____

Contact Name _____

Contact Name Title _____

Email Address _____

May we send Bid Packet and Bid Information via email? _____

ATTACHMENT 1

SEALED RFP LABEL

PLEASE ATTACH LABEL TO OUTSIDE OF RFP PACKAGE

SEALED RFP RESPONSE ENCLOSED

DELIVER TO:

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

RFP # 202325 DATE: November 28, 2023 2PM

DESCRIPTION: IT Support Services

Vendor Name: _____

Vendor Address: _____