



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

RFB NO: 201925

TITLE: Information Technology Support Services

Solicitation Schedule & Deadlines:

April 24, 2019	Solicitation Release Date
May 13, 2019 8:00 AM	Deadline for Submitting Questions
May 14, 2019, 4:30 pm	Deadline to post Addendum
May 23, 2019 at 9:00 AM	Deadline to Submit Response

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

May 23, 2019 at 9 AM

Kathy Hardeman, Purchasing Agent

Ann Struttmann, Assistant Purchasing Agent

Phone: 636-584-6274    Email: [purchasing@franklinmo.net](mailto:purchasing@franklinmo.net)

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.

Company Name: \_\_\_\_\_

## SUBMISSION CHECKLIST

\_\_\_\_\_ I have reviewed the bid schedule and deadlines, located on the solicitation cover page

\_\_\_\_\_ I have read ALL Terms and Conditions and Bid documents closely

(Located at [www.franklinmo.org](http://www.franklinmo.org))

### THE ITEMS LISTED BELOW ARE THE REQUIRED DOCUMENTATION FOR SUBMITTING A RESPONSE

\_\_\_\_\_ Solicitation Cover page

\_\_\_\_\_ Company proposal/response

\_\_\_\_\_ Offer and Schedule of Fees

\_\_\_\_\_ Exhibit A – Functional/Technical Questions (Five pages)

\_\_\_\_\_ Exceptions Form

\_\_\_\_\_ Non-Collusive Affidavit of Prime Bidder

\_\_\_\_\_ Contractual Terms and Conditions Acknowledgement

\_\_\_\_\_ Certificate of Insurance (COI)

\_\_\_\_\_ Performance Bond Information

\_\_\_\_\_ Vendor Information

\_\_\_\_\_ I have one original and three copies that are labeled accordingly

\_\_\_\_\_ Envelope is sealed and label attached

## **PURPOSE/ INTRODUCTION/ BACKGROUND**

Franklin County is soliciting a Request for Proposals from qualified Firms for Information Technology (IT) Support Services. The term of the awarded contract shall be date of award through one (1) year, with County reserving the option to renew for two (2) additional years.

The County does not allow for any subcontracting on this agreement.

## **PROPOSAL REQUIREMENTS**

The County will consider proposals from Firms with specific experience and success in IT Support Services and developing, securing and administering a backup and recovery solution.

All proposals must include:

1. Firm name, address, telephone number and contact persons(s) email address.
2. Brief history of Firm, including number of years of experience. Include information on the staff members that will be utilized for this service.
3. Description of the Firm's processes, method of approach, and timeline, including identification of specific services to be provided.
4. List of recent (last 24 months) organizations that have used the Firm's services on similar projects, with contact names and contact information for reference checks.
5. Fee Schedule

## **SCOPE OF SERVICES AND QUALIFICATIONS**

The successful Firm will be expected to provide all of the needed consultation, installation, service, maintenance and training to implement the services presented in this RFP. The County's desire is for the contract to begin July 1, 2019.

Background: The County's network architecture evolves five domains; three as stand alone, two supported on failover clusters servicing the County's five service locations. The network infrastructure operates within a 1GB client network system with each switch functioning in a 10/100/1000 environment. The clusters are working in a 10GB environment each switch functioning in a 100/1000/10000 environment using a campus wide fiber optic ring.

The services and support of the IT Contract are provided to all departments and employees of the County including, but not limited to, County Elected Officials, Administration, Human

Resources, Finance, Procurement, Highway, Courts, 911, Law Enforcement, Emergency Management, GIS, Planning and Zoning, and some State offices.

1. Support for full-time employees, part-time employees, seasonal employees, and end users in various capacities.
2. 5 Host servers operating 24 virtualized servers, 2 back up servers, 2 standalone web and spam filter servers, and 3 firewall/virus protection servers
3. Over 28 network type devices including routers, switches and wireless access points.
4. Support for 300 Mitel Hosted VOIP phone sets.
5. Over 300 Workstations (PC's and Laptops).
6. Over 75 mobile devices including, but not limited to, Mifis, ToughBooks, Tablet/IPADs, and Smartphones.
7. Nineteen (19) or more business related applications for various departments and employees including the mission critical applications such as GIS, Omnigo, MULES, Watchguard, Security Cameras/system, BadgePass, etc.
8. Included in this list are the more well-known office and protection type applications including Microsoft Office, Adobe, etc.

Initial Assessment: The successful Firm shall review the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, security, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by August 1<sup>st</sup> 2019 and each August 1<sup>st</sup> as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

Price is to be included in infrastructure Support.

Customer Service Help Desk Support: The Firm is to provide (4) dedicated full-time on-site Tier 2 Level Technology Technicians (Primary Technicians to be designated by the County) and to include the use of other technicians (Secondary Technicians) via remote access and/or onsite if primary technicians are out to illness or vacation. The Proposer shall give 24 hour notice with the exception of illness and emergencies which notice will be given the same day, and provide a Secondary Technician in the event a Primary Technician is unable to be onsite. This support to include but not be limited to support of workstation hardware including repairs, operating system hardware, application software install, upgrades, printing resources on-site, PC/laptop setup and installations, mobile device set up and installation, password changes, day to day operations support, new and outgoing staff changes to Active Directory and Exchange Management Console.

The Proposer's Help Desk will be required to be accessible in a 24/7/365 capacity and be staffed with Tier 1 to Tier 3 level Technicians prioritizing and distributing incidents accordingly. The Proposer's Help Desk will be accessible via phone, email, or incident management console. The Help Desk will provide quarterly metrics of number of incidents, type of incidents, location of incidents, mean time to resolution of all tickets, etc.

The Proposer must have a comprehensive Online Help Desk and support system that will actively assist and manage the onsite County personnel and the ongoing daily activity. It must be a single system that has the ability to provide the following functionality.

1. Help Desk Ticketing
  - a. Online entry by County employees of help desk ticket request
  - b. The ability to track County staff and Technical Staff
2. Escalations of Help Desk issues
3. Overdue tracking
4. Process tracking
5. Project Management
  - a. Meeting Notes
  - b. Change Orders
  - c. Timeline Management
  - d. Part Order Management
6. Asset Tracking
  - a. Purchase Information
  - b. Warranty Information
7. Inventory Tracking
8. Document Management
9. Procurement Requests and Tracking
10. Quality Control Processing
11. Performance Reporting Matrix
12. Trending Reporting
13. Historical Tracking and Reporting of Issues/Orders/Parts/Projects

Desktop Application Support: Performance of basic support functions, including but not limited to the installation of PC's, laptops, PDAs, multi-function printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware

problems, with advanced troubleshooting as needed. This includes video monitoring/surveillance systems, video court systems, and vehicle mounted and worn systems, included but not limited to; body cameras, vehicle data video uplink, mobile data terminals, ticket writers, etc. Maintain an up-to-date inventory of ALL County computer related hardware and make available to County personnel upon request.

Server and Workstation Administration Services: Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Scheduling of preventative maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for both onsite and remote support is available; Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached; Inspection and monitoring of systems logs for security, system and application errors.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

Voice System: The Voice network consists of two different telephone systems. The majority of the offices are Hosted VOIP, the second being on premise VOIP. The Hosted VOIP was installed 2017. AT&T provides maintenance of the County's telephone communication system, the Utility Services customer call center, hardware and software maintenance contract, commercial carrier infrastructure, and targeted technical support for the County departmental moves, adds, and changes. AT&T is the maintenance Firm for the county. The proposed onsite technicians will need some experience in rudimentary VOIP and POTS phone system troubleshooting and configuration.

Email, Website, and Security: Maintenance of County email accounts using the county domain, adding, changing, and/or deleting County employee accounts as requested: maintenance of virus detection programs on the County servers and user computer and laptops; performance of periodic security audits, including notification of suspected breaches of security to the County Commission are required. Protect against cyber attacks to the systems.

Maintenance of virus detection programs on County servers, email and all other County computer and laptops. Perform security audits as requested and notify County personnel immediately of suspected breaches of security or instruction detection. Configure County

system to enable remote access in a secure environment and provide remote access administration as requested by designated County personnel.

Provide County website support including updates and maintenance for normal County business and special events through the hosted contracted source.

Project Staffing: In times of heavy ticket volume it may be necessary to have additional staff dedicated to the County on a project basis to help eliminate the backlog and/or complete planned projects on time. The County requires the ability to throttle up and down IT services on a project need basis as needed. **Describe the Firm's ability, process and proposed pricing in achieving staffing balance.**

Planning: Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer existing data when acquired, will be needed.

Equipment: 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.

Software Development: From time to time the County could require software development in Microsoft Access, SQL, Website Development or other duties as assigned. **Outline your process for software development in-house and your ability to perform software development.**

Critical System Outage: In the event of a network outage, server down, or other critical system outage that is effecting the overall operations of the County, Sheriff's Office, or 911 Dispatch, the Firm will have the ability to have onsite advanced (Tier 4) technical support onsite within one hour of notification of outage.

Transfer of Services: Upon award of proposal the Firm will provide the County of Franklin a detailed plan of transition of services from the County's current IT support provider. The plan shall consist of a detailed timeline of transition to include but not limited to system training (end user and administrator), deployment schedule, system documentation, change management procedures, system validation & testing. Full system cutover will have to be complete no later than July 1, 2019.

In the event of an early contract termination or at the end of the existing contract and a new Firm is awarded, the incumbent Firm shall facilitate the transition of services to the new Firm. Facilitation will include but is not limited to providing documentation of the County systems, sharing the knowledge base of County systems, providing access to facilities, and providing

system redundancy while cutover is being completed to ensure County personnel and services are not impacted by transition of services.

**Minimum Qualifications:**

1. All employees of the Proposer's Firm must be able to pass an extensive background check, submit fingerprints, and pass the CJIS (Criminal Justice Information Services) Security Test prior to performing any work at the County, at the proposer's expense.
2. The on-site contracted technicians must be Tier 2 Level Technicians with no less than 3 years experience in server management and a minimum of 2 years experience and certification in virtual environments. Onsite technicians must have excellent customer service and interpersonal communications skills.
3. Technicians are to have experience in Sonicwall firewall configuration and administration, Sophos and AVG anti virus, Intel Rack Mount and Pedestal Server, and AS400.
4. Technicians must have three years experience in trouble shooting, maintenance, system configurations and administration of law enforcement programs, i.e. MULES and Omnigo.
5. The Proposer's Firm must have and provide reference information to support knowledge, experience, and staffing certifications to perform: To provide a minimum of five references showing similar contractual services to this RFP. This shall include other municipality services as well.
  - a. To provide resumes for the key personnel to be assigned to this contract.
  - b. To provide clear communications of how the Firm proposes to place non-critical and critical emergency support calls.
6. Proposer must be able to perform all work as a level one provider, subcontracting any sections, processes, or performance of this contract to a layer two sub-Firm is not permitted i.e. the proposer must be able as a single entity to provide all services requested or provided within or assigned to themselves.
7. Silence of Specifications: Commercially accepted practices shall apply to any detail not covered in the specification and to any omission of the specification. Any omission of the specification that affects the performance or integrity of the service being offered shall be addressed in writing and submitted with your response.



## **Insurance Requirements:**

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 Ate 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.
  - a. Premises – Operations
  - b. Products and Completed Operations
  - c. Broad Form Property Damage
  - d. Contractual
  - e. Personal Injury
- C. Automobile Liability with a minimum limit of \$1,00,000.00 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:
  - a. Owned Automobiles
  - b. Hired Automobiles
  - c. 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."

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.

## 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 Firm awarded this Agreement of Services shall be paid in accordance with the accepted Option(s).

**Year 1 and 2:**

Support Services	Proposed Pricing			
24/7/365 Help Desk Remote Support & 4 Onsite Technicians (M-F 8:00 am – 5:00pm)	\$ _____ Tech #1 per year	\$ _____ Tech #2 per year	\$ _____ Tech #3 per year	\$ _____ Tech #4 per year

Total for 4 Techs for 2 years \$ \_\_\_\_\_

**Renewal (year 3):** Maximum Percentage Increase: \_\_\_\_\_%

Date: \_\_\_\_\_ Legal Company Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Name (printed): \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Federal Tax ID No. \_\_\_\_\_

State company is incorporated: \_\_\_\_\_ State business/charter No. \_\_\_\_\_

## **EVALUATION CRITERIA**

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

- A. Quality and responsiveness of the proposal. (10 points)
- B. Ability, capacity, and experience of the Firm to perform the services; qualifications of staff proposed for the project. (25 points)
- C. Firm's plan/processes, services to be provided, method of approach, and schedule. (25 points)
- D. Price to provide the services requested. (30 points)
- E. Responses to the Firm's references. (10 points)

## **SELECTION PROCESS**

The County will review and evaluate the proposals based on the evaluation criteria as set forth in the Evaluation Criteria section of this RFP. Firms may be selected for interviews or questions for clarification. However, the County may choose to proceed without interviewing any Firms.

The County of Franklin hereby notifies all Firms that it will affirmatively ensure that in any contract entered into pursuant to this solicitation, disadvantaged business enterprises will be afforded full opportunity to submit proposals in response to this solicitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

# EXHIBIT A - FUNCTIONAL/TECHNICAL QUESTIONS

Completion of the functional / Technical Questions is required. Failure to comply with this format may be considered non-responsive and may cause the Firm's proposal to be removed from consideration. This portion of the proposal response contains a number of questions that must be answered by each Firm and are included as an aid to assist the Firm in making sure all major functionality has been covered in their proposal. The following should be used when responding to the questions:

YES = Firm can meet requirement      NO = Firm cannot meet requirement

(\*) Indicated the Firm has an alternative method to satisfy a requirement. The Firm may place an asterisk (\*) in the YES column and refer to that item in the "Exception" Column. In addition, indicate how many of the onsite technicians a “yes” answer applies to.

	Description	YES	NO	Number of Technicians	Exception
1.	Will specific primary and back-up technicians and engineers be assigned to this contract? Explain in Proposal.				
2.	Will a Microsoft Certified System Engineer be assigned? List certifications.				
3	Does assigned staff have Virtualization certification?				
4.	Does assigned staff have Sonicwall certification?				
5.	Does assigned staff have experience with Sonicwall firewall configuration and administration?				
6.	Does assigned staff have experience with Microsoft Active Directory configuration and administration?				
7.	Does assigned staff have experience with Exchange 2010 configuration and administration?				
8.	Does assigned staff have experience with SQL Server 2005/2008/2012 configuration and administration?				

# EXHIBIT A - FUNCTIONAL/TECHNICAL QUESTIONS

## Continued

	Description	YES	NO	Number of Technicians	Exception
9.	Is a clear support plan with procedures provided in this proposal? Remotely, on site, etc.				
10.	Did Firm provide at least five references for similar projects in scope for the organization?				
11.	Did Firm provide qualifications of key personnel to be assigned to this project?				
12.	Is clear contact information included on how to place non-critical and critical emergency support calls?				
13.	Does Firm agree to be working (whether onsite or remotely 24x7) on an emergency (critical) support call within 1 hours of City notification; 24 Hours of a nonemergency support call?				
14.	Does assigned staff have experience with configuration and administration of Dell products?				
15.	Does assigned staff have experience working with IP video applications? If so, please explain.				
16.	Perform basic desktop support functions, including the installation of PCs, laptops, smartphones (Android and iOS), printers, peripherals, and office software; diagnose and correct desktop application problems, configure PCs and laptops for standard applications; identify and correct user hardware problems, either remotely or on-site, as needed.				
17.	Network engineering support and maintenance is to be included for the IP network infrastructure comprised of both layer 2 and layer 3 POE switches and routers.				
18.	Firewall support maintenance and upgrades.				

# EXHIBIT A - FUNCTIONAL/TECHNICAL QUESTIONS

## Continued

	Description	YES	NO	No. of Technicians	Exception
19.	implement HELP Desk procedures.				
20.	Maintain hardware/software inventory and license documentation.				
21.	Design, implement and support the County's Local Area Network.				
22.	Perform general maintenance on all software packages.				
23.	Coordinate problem-solving with software Firms, contact support hotlines to resolve problems.				
24.	Install files, directories, and security to accommodate department needs.				
25.	Provide recommendations on solutions to issues, including cost estimates for repairs and/or replacement items.				
26.	Research, evaluate, and advise management of enhancements/new releases of hardware and software technology.				
27.	Coordinate the hardware and software purchases in accordance with County Purchasing Policy.				
28.	Set up new user accounts, email and required computer programs.				
29.	Administer computer network and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.				

# EXHIBIT A - FUNCTIONAL/TECHNICAL QUESTIONS

## Continued

	Description	YES	NO	No. of Technicians	Exception
30.	Monitor the network 24x7x365 with software tools that automatically alert support personnel of potential errors; monitor server performance and capacity management services.				
31.	Ensure scheduled preventive maintenance on equipment is promptly performed.				
32,	Assist the City in development of disaster recovery				
33.	Implement and maintain system for email storage, archiving, filing, search and retrieval, (The system should address complexity of secure, accessible email archiving. It should be highly secure and provide fast efficient searching for legal discovery, regulatory compliance or organizational policy, It should give the City central control of email retention policies and search capabilities).				
34.	Maintain County email accounts using the County domain, adding, changing, and/or deleting County employee accounts as requested.				
35	Maintain virus detection programs on the County servers and user workstations.				
36.	Perform periodic security audits, including notification of suspected breaches of security to the County designated person are required.				
37.	Implement and configure the County systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the County Administrator is required.				

# EXHIBIT A - FUNCTIONAL/TECHNICAL QUESTIONS

## Continued

	Description	YES	NO	No. of Technicians	Exception
38.	Work with County Staff, develop data backup policy, with procedures in place to handle daily, weekly, and monthly backup of all City critical application data including but not limited to the workstations, emails, servers and databases.				
39.	Work with County Staff, develop process to restore systems and data if servers and/or workstations go down,				
40.	Maintain virus/malware detection and spam reduction programs for County servers, email and all other County workstations and laptops.				
41.	Perform security audits annually or as requested by County personnel, or immediately following suspected breaches of security.				
42.	Assist the County in complying with best practices as well as Criminal Justice Information Systems (CJS) requirements.				
43.	Provide technical leadership for all technology issues; make recommendations for future purchases and technology needs assist with policy formation and application.				



# EXHIBIT A - FUNCTIONAL/TECHNICAL QUESTIONS

## Continued

<p>Deliverable Reporting— Provide County management reports as follows:</p> <p><i>Initial Report</i></p> <ul style="list-style-type: none"><li>• Within 30 days of contract award inventory of all information technology assets, assess systems assets, software, maintenance agreements, hardware warranties and any recommendations for immediate action</li></ul> <p><i>Monthly Reports-due within 5 working days of beginning of each month</i></p> <ul style="list-style-type: none"><li>• Server Administration duties performed</li><li>• Network Administration duties performed summary report</li><li>• Security duties performed summary report</li></ul> <p><i>Annual reports — due by July 1 of each year</i></p> <ul style="list-style-type: none"><li>• Annual Asset inventory Assessment and Recommendation</li><li>• Annual Security Assessment Report</li><li>• Annual Strategic Planning Report.</li></ul>			
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# EXCEPTIONS FORM

Firm's signature on bid certifies complete acceptance of the Agreement and Terms & Conditions in this solicitation, except as noted below (additional pages may be attached (if necessary)).

Check one of the following responses to the Agreement and Terms & Conditions:

\_\_\_\_\_ Firm takes no exceptions [deviations to the Agreement and Terms & Conditions.  
(Note: if none are listed below, it is understood that no exceptions/deviations are taken.)

\_\_\_\_\_ Firm takes the following exceptions/deviations. All exceptions/deviations must be clearly explained and reference the corresponding paragraph/clauses to which you are taking exception/deviation. Clearly state if you are additional terms and conditions; provide details below or attach additional pages.

Section/Page	Term/Condition	Exception/Deviation

Bidder name: \_\_\_\_\_

# NON-COLLUSIVE AFFIDAVIT OF PRIME BIDDER

State of \_\_\_\_\_)

S . S .

County of \_\_\_\_\_)

\_\_\_\_\_ being first duly sworn, deposes and says that:

1. He is the (owner, partner, officer, representative, or agent) of \_\_\_\_\_, the Bidder that has submitted the attached Bid;
2. He is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;
3. Such bid is genuine and is not a collusive or sham bid; and that all statements made and fact set out in the bid are true and correct;
4. Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest including this affidavit, has in any way colluded\* considered, connived, or agreed, directly or indirectly with any other Bidder, Firm, or person, to submit a sham bid in connection with the Contract for which the attached bid has been submitted or to refrain from bidding in connection with such Contract; or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, Firm, or person to fix the price or prices in the attached Bid or of any other Bidder, or to fix the overhead, profit, or cost element of the Bid price of the other Bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City of Wentzville or any person interested in the Proposed Contact.
5. The price or prices quoted in the attached Bid are fair and proper, and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder or any of its agents, representatives] owners, employees, or parties in interest, including this affidavit; and
6. He further certifies that Bidder is not financially interested in or financially affiliated with any other Bidder on this project.

Signed \_\_\_\_\_

Title \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 2018

\_\_\_\_\_  
Notary Public

My Commission expires: \_\_\_\_\_

# 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.

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Vendor/Contractor Signature

Date

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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

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### SEALED RFP RESPONSE ENCLOSED

DELIVER TO:

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

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RFP # 201925    DATE: 05/23/2019

DESCRIPTION: Information Technology Support Services

Vendor Name: \_\_\_\_\_

Vendor Address: \_\_\_\_\_