

Camden County Sheriff's Office

Camdenton, MO



REQUEST FOR PROPOSAL

Managed Technology Services

Due: Monday, October 8th, 2024 by 10:00 A.M. (Central Time)

Tony Helms, Sheriff
1 Court Circle
Camdenton, MO 65020
573-346-2243

RFP for Camden County Sheriff's Office

1. Introduction

The Camden County Sheriff's Office (hereinafter referred to as "County" or "Sheriff's Office") invites qualified vendors to submit proposals for managing and supporting the County's information technology ("IT") environment.

2. Submission of Proposal

Proposals may be submitted in hard print copy, to be received no later than 10:00 A.M. (Central Time), Monday, October 8th, 2024. All correspondence should be marked "Camden County Sheriff's Office".

If submitting a sealed hard print copy of your proposal, one original and four copies may be mailed or delivered to:

Camden County
Attn: Rowland Todd
1 Court Circle NW, Suite 2
Camdenton, MO 65020

The outer envelope shall be marked in the lower left hand corner "**241008 Managed Technology Services**" with the name of the company submitting the bid.

3. RFP Award

The Sheriff's Office reserves the right to accept or reject any and all proposals, to make a partial award, or to make a multiple vendor award. The acceptance or rejection of any or all proposals and the making of an award or a partial award will be at the sole discretion of the Sheriff's Office. The Sheriff's Office reserves the right to request additional information. The contract shall be awarded to the qualified Proposer(s), whose proposal (which may include and incorporate the outcome of any subsequent negotiations), is determined to be in the best interests of the County.

The Sheriff's Office reserves the right to seek out additional proposals if the number and quality of proposals are not sufficient to provide a competitive evaluation.

The Sheriff's Office seeks proposals that affords the most cost efficient, technically responsive proposal for the acquisition of the products and services of this RFP. However, the County recognizes that there may be arrangements different from those requested in the RFP that would afford additional benefits while satisfying the applicable requirements of this RFP. Award will be made to the most responsive and responsible Proposer offering the best value and most economical proposal as defined by the Sheriff's Office. In general, the following criteria will be used: price, qualifications, service approach, and the experience of the Proposer.

The Sheriff's Office acknowledges and accepts the State of Missouri cooperative agreement if another governmental entity wishes to procure goods or services off this contract per the State Statute below. The winning bidder must be willing to enter into a cooperative procurement agreement with the Sheriff's Office as allowed in RSMo. 34.046.

34.046. Contract directly with other governmental entities for purchase of supplies. – The commissioner of administration may contract directly with other governmental entities for the purchase of supplies. The commissioner of administration may also participate in, sponsor, conduct or administer a cooperative purchasing agreement whereby supplies are procured in accordance with a contract established by another governmental entity provided that such contract was established in accordance with the laws and regulations applicable to the establishing governmental entity.

4. Environment Overview

Sites include (all located within Camden County, Missouri):

- Sheriff's Office (Primary Site)
- Animal Control
- Highway HH Annex
- Montreal

Supporting the following:

- 90 Desktops\Laptops
- 10 Physical-Virtual Servers with Shared Storage
- 50 MDT and Docks
- 15 Managed Network Devices (Router Switches)
- 4 Firewalls
- Network support must include maintaining operational network capability of MDT and Car/Body Camera systems.

5. Bidder Response

Bidder must support all current hardware that still has an Original Equipment Manufacturer warranty or extended warranty plan.

Bidder Response:

Bidder must offer both onsite and remote support.

Bidder Response:

Bidder will provide an explanation of their on-boarding practices.

Bidder Response:

Bidder shall provide 16 hours of ongoing, onsite support each week.

Bidder Response:

Bidder will offer monthly meetings to develop a strategy that accounts for the technical needs of the Sheriff's Office.

Bidder Response:

Bidder will provide the following:

- Monthly OS Patching of all PC's and Servers
- Monthly status report (Include Patch, Antivirus, Backup Status)
- Firmware updates (as needed)
- 24x7x365 Monitoring/Alert/Response to include all critical devices including Network and Servers
- Nightly backups (includes onsite and offsite copy)

Bidder Response:

Bidder will describe their proposed backup solution.

Bidder Response:

Bidder should offer disaster recovery services and describe the type of services they can offer.

Bidder Response:

Bidder will need to support Round Cube email & productivity suite software.

Bidder Response:

Bidder should describe the security associated with their MSP offering. Any additional security offerings not included in response that MSP would recommend should be listed with estimated cost, including SPAM filtering, Security Training, SYSLOG archiving, Web Filtering, IDS/IPS, and multi-factor authentication services and associated software, hardware, or subscriptions.

Bidder Response:

Bidder should provide a background of the company's or contractor's experience and qualifications. This should include a brief history, the date founded, ownership and any subsidiary relationships. Also list the types of services the company or contractor is qualified to perform.

Bidder Response:

Bidder should state the total number of their employees dedicated to their managed services solution and total number of Bidders and devices they currently support. Resumes/Profiles of assigned Technical Resources should be attached to RFP response.

Bidder Response:

Bidder should provide brief employee profiles for each employee that may provide services to the County including experience, applicable certifications, and the role they would serve while working on the project. All staff are required to have passed a background check with Missouri Highway State Patrol and completed current CJIS Training.

Bidder Response:

6. Pricing

One (1) Year Managed Services Solution

_____ per month

_____ Total for One (1) Year

Three (3) Year Managed Services Solution

_____ per month

_____ Total for Three (3) Year

7. References

Provide a minimum of three (3) references where services of similar scope are being provided.

Company _____
Address _____
County, State, Zip _____
Contact Name _____ Phone _____
Email address: _____

Company _____
Address _____
County, State, Zip _____
Contact Name _____ Phone _____
Email address: _____

Company _____
Address _____
County, State, Zip _____
Contact Name _____ Phone _____
Email address: _____

8. Vendor Information

Company Name: _____

Business Address: _____

Contact Person: _____

Phone: _____

Email address: _____

Number of years vendor has operated in same location: _____

Authorized Signature

Printed Name

Date