

Adair County Commission

106 W Washington
Kirksville, MO 63501
Phone 660-665-2283

Mark Shahan, Presiding Commissioner
William King, 1st District Commissioner
Mark Thompson, 2nd District Commissioner

REQUEST FOR BIDS

Date: 11-14-23

Please bid on the following:

Item To Be Bid

Adair County is seeking bids from qualified vendors to propose managed IT services for the county. The County Commission is accepting proposals for equipment services to meet the needs of the County. All offices of the County are participating in this RFP except the Adair County Sheriff's Office. The bidder should propose a 36-month services agreement with maintenance and support included.

It is desired that the bidder also provide an option for a technological refresh and support for three additional years after the end of the initial contract period. This option will be exercised at the sole option of the County if a mutually acceptable price/performance agreement is reached. The County's current IT environment consists of 7 Windows Servers and 55 Windows 10 systems (40 desktops & 15 laptops), 5 managed Network Devices (router switches) and 3 firewalls.

Additional Bid Comments

The bid must include the following to be considered complete:

Bid Summary

Terms

Breakdown of price per hour

All bids must be returned by: December 11, 2023, by 4:00 p.m... Bids will be opened in the Commissioners' office at a date and time to be determined by the Commission.

RETURN BIDS TO:

Adair County Clerk

Sandy Collop

106 W. Washington

Kirksville, MO 63501

scollop@adaircomo.com

Bids may be mailed or emailed.

Refer all bid inquiries to:

Adair County Commissioners Monday-Wednesday

106 W. Washington

Kirksville, MO 63501

660-665-2283

mshahan@adaircomo.com

Do Not Send Bids to the Commission Office

All questions are due 11-30-23 at noon.

The County of Adair hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, businesses owned and controlled by the socially and economically disadvantaged individuals will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, religion, creed, sex, age, ancestry, or nation origin in consideration for an award. Special Needs: If you have special needs addressed by the Americans with Disabilities Act, please contact the County Clerk's Office at 660-665-3350 at least 5 working days prior to the bid opening you plan to attend. The contract, if awarded, will be awarded to the responsive, compliant, and responsible bidder whose bid submission complies with stated statute and County bid policy. Each contractor will need to supply a W-9 for tax purposes. If you have any questions, feel free to contact the County Clerk, at 660-665-3350.

Adair County

Kirksville, MO

REQUEST FOR PROPOSAL

Technology Services

Due: December 11, 2023

Mark Shahan, Presiding Commissioner
Bill King, First District Commissioner
Mark Thompson, Second District Commissioner
106 W. Washington St.
Kirksville, MO 63501
660-665-2283

RFP for Adair County

The Adair County Commission invites qualified vendors to submit proposals for managing the county's information technology ("IT") environment for a minimum of three years.

General Specifications

It is the purpose of this RFP to solicit proposals from qualified vendors to propose managed IT services for the county. The County Commission is accepting proposals for equipment services to meet the needs of the County. All offices of the County are participating in this RFP except the Adair County Sheriffs Office.

Submission of Proposal

Proposals may be submitted in hard print copy and/or email, to be received no later than 4:00 P.M. (Central Time), Monday, [December 11, 2023](#). All correspondence should be marked "Adair County Commission". Please note that if you are submitting your proposal by email, the Commission must receive the email no later than 4:00 p.m. (Local Time). RFP responses should be sent to Sandy Collop, scollop@adaircomo.com.

If submitting a hard print copy of your proposal, two copies may be mailed or delivered to:

Adair County Clerk

Sandy Collop

106 W. Washington Street

Kirksville, Mo. 63501

RFP Award

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

The County 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 there may be arrangements different from those requested in the RFP that would afford additional benefits while satisfying the applicable requirements of this RFP. Accordingly, you may submit clearly-identified alternative proposals for consideration, which offer additional benefits in addition to the requested baseline proposal. These alternatives will be evaluated in conjunction with the primary (baseline) approach for each proposal.

Award will be made to the most responsive and responsible Proposer offering the best value and most economical proposal as defined by the Commission. In general, the following criteria will be used: price, qualifications, service approach, and the experience of the Proposer.

The County 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.

Title IV Executive Branch

Chapter 34

34.006. 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.

Period of Contract

The bidder should propose a 36 month services agreement with maintenance and support included.

It is desired the bidder also provide an option for a technology refresh and support for three additional years after the end of the initial contract period. This option will exercised at the sole option of the County if a mutually acceptable price/performance agreement is reached.

Current IT Environment

The County's current IT environment consists of 7 Windows Servers and 55 Windows 10 systems (40 desktops & 15 laptops).

Assessor's Office

- Windows Domain
- 2 servers - Windows 2019 Standard

- 7 desktops - Windows 10 Pro

County Shared Services

- Windows Domain
- 5 servers - Windows 2012, 2016, & 2019 Standard
- 1 Virtual Host - VMware vSphere 7
- 3 Firewalls - Meraki MX67 & MX84
- 5 Switches - Meraki MS210 & MS120
- 7 Access Points – Meraki MR33, MR36, & MR46
- 4 desktops - Windows 10 Pro (Security)

Clerk's Office

- 4 desktops - Windows 10 Pro
- 2 laptop - Windows 10 Pro

Collector's Office

- 6 desktops - Windows 10 Pro
- 1 laptop - Windows 10 Pro

Commission & HR

- 1 desktops - Windows 10 Pro
- 3 laptop - Windows 10 Pro

Maintenance

- 1 desktops - Windows 10 Pro

Prosecutor's Office

- 5 desktops - Windows 10 Pro
- 5 laptop - Windows 10 Pro

Public Administration

- 3 desktops - Windows 10 Pro
- 1 laptop - Windows 10 Pro

Recorder's Office

- 5 desktops - Windows 10 Pro

Road and Bridges

- 2 desktops - Windows 10 Pro
- 1 laptop - Windows 10 Pro

Treasurer's Office

- 2 desktops - Windows 10 Pro
- 1 laptop - Windows 10 Pro

RFP Specifications

Bidder must provide support for computer and network hardware that meets or exceeds the County's stated minimum specifications.

For cost evaluation purposes, bidders must propose, at a minimum, a three year managed services solution. Supporting the following:

- 55 Desktops\Laptops
- 7 Servers with Shared Storage
- 5 Managed Network Devices (Router Switches)
- 3 Firewalls

Bidder should also state the monthly cost per device for the managed services solution.

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

Regarding Managed Services Provider (MSP), bidder must offer both onsite and remote support.

Regarding MSP, bidder will provide an explanation of their on-boarding practices. Onboarding will include a minimum of 8 hours of onsite support weekly for first 3 months.

Regarding MSP, bidder should provide 24 hours of on-going onsite support each month. The County will determine the frequency of onsite visits following on-boarding period.

Regarding Managed Services bidder will offer monthly meetings to develop a strategy that accounts for the technical needs of the County. This will include meeting with each County office to document their business needs.

Regarding MSP, 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 will describe their proposed backup solution.

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

Bidder should include email & productivity suite software with systems and options for email journaling for up to 7 years.

Regarding MSP, 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 should provide a background of the companies 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 should state the total number of their employees dedicated to their managed services solution and total number of clients and devices they currently support.

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.

Bidder should provide at least three references for the solution being offered to the Adair County Commission. It is preferred the Bidder have experience with local governmental entities and include references from these entities.

Bidder Identification Form

Name of agency or firm: _____

Name of person submitting bid: _____

Address of agency: _____

Number of years agency has operated in same location: _____

BEST Rating:

Name and title of person completing this form:

Please Print

Signature

Date