

# REQUEST FOR PROPOSAL



**MONITEAU COUNTY EMERGENCY DISPATCH  
CALIFORNIA, MISSOURI**

**BID No. 2019-03: MANAGED INFORMATION TECHNOLOGY SERVICES**

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## BID NO. 2019-03: MANAGED INFORMATION TECHNOLOGY SERVICES

### 1. NOTICE

*1.1 Notice.* This document constitutes a request for proposals for the establishment of a contract to provide Moniteau County Emergency Dispatch (MCED) with managed IT services. Qualified organizations are invited to prepare a response to the specifications outlined in this document. Any information submitted in conjunction with this request will become public record, open for public inspection under State law. Moniteau County Emergency Dispatch will not pay for any information requested herein, nor is it liable for any costs incurred by the vendor in preparing a response.

*1.2 Instructions to Respondents.* Proposals shall be submitted in a sealed envelope identified by bid number and bid title; shall be complete and signed by an official authorized to obligate the agency or company submitting the proposal. Changes, additions, or limiting provisions made on the invitation will render the offer informal and may cause its rejection. All submissions must be received by the date and time indicated; no late proposal will be accepted.

Submissions will be received at the Moniteau County Emergency Dispatch center office, 604 N Oak St, California, MO 65018 until **6:00 p.m. on Monday, November 27, 2019**, at which time they will be publicly opened and taken under advisement. All proposals must be clearly marked on the outermost envelope as follows:

BID NO. 2019-03  
MANAGED IT SERVICES

*1.3 Rejection/Disqualification.* The right is reserved to accept or reject any and all proposals for any reason, in part or in whole, to waive technicalities, and to accept the offer that Moniteau County Emergency Dispatch considers the most advantageous to the organization. Failure to comply with all provisions of this solicitation may result in disqualification.

## **2 QUESTIONS, REQUESTS FOR CLARIFICATION OR INTERPRETATIONS**

2.3 *Restrictive Language.* It shall be the respondent's responsibility to ask questions, request changes or clarification, or otherwise advise Moniteau County Emergency Dispatch if any language, specifications or requirements of this solicitation appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit responses to a single source. Any and all communication from respondents regarding specifications, requirements, competitive bid process, etc., must be directed to the Moniteau County Emergency Dispatch Executive Director.

2.4 *Contact Information.*

Kevin Wieberg  
PO Box 87 California, MO 65018  
Ph: (573) 796-8416;  
Email: [kwieberg@moniteau911.com](mailto:kwieberg@moniteau911.com)

2.5 *Submission of Questions.* All questions about the meaning or intent of these documents shall be submitted in writing. Every attempt shall be made to ensure that the respondent receives an adequate and prompt response. However, in order to maintain a fair and equitable bid process, all respondents will be advised, via the issuance of addendum to all parties recorded by the Executive Director as having received the documents, of any relevant or pertinent information related to the procurement. Therefore, respondents are advised that all questions must be received at least five (5) business days prior to the due date of the bid. Respondents are cautioned that the only official position of MCED is that which is issued by MCED in the specifications or amendment thereto. No other means of communication, whether written or oral, shall be construed as a formal or official response or statement.

## **3 INTRODUCTION TO MONITEAU COUNTY EMERGENCY DISPATCH (MCED)**

3.3 Moniteau County Emergency Dispatch is a political subdivision in Moniteau County Missouri established in 1994 to provide public access to public safety through a consolidated 911 center. Moniteau County Emergency Dispatch (MCED) is governed by an Emergency Service Board of Directors established by the vote of the citizens of the County of Moniteau (§190.335 RSMo).

3.4 MCED employs 9 full time and 7 part time telecommunicators, 1 communications supervisor, 1 GIS manager, 2 part time road sign installers, and a Director.

3.5 MCED is responsible for coordinating all 911 lines in the County of Moniteau and accordingly dispatching Police, Sheriff, Fire and Emergency Medical Services to those in need.

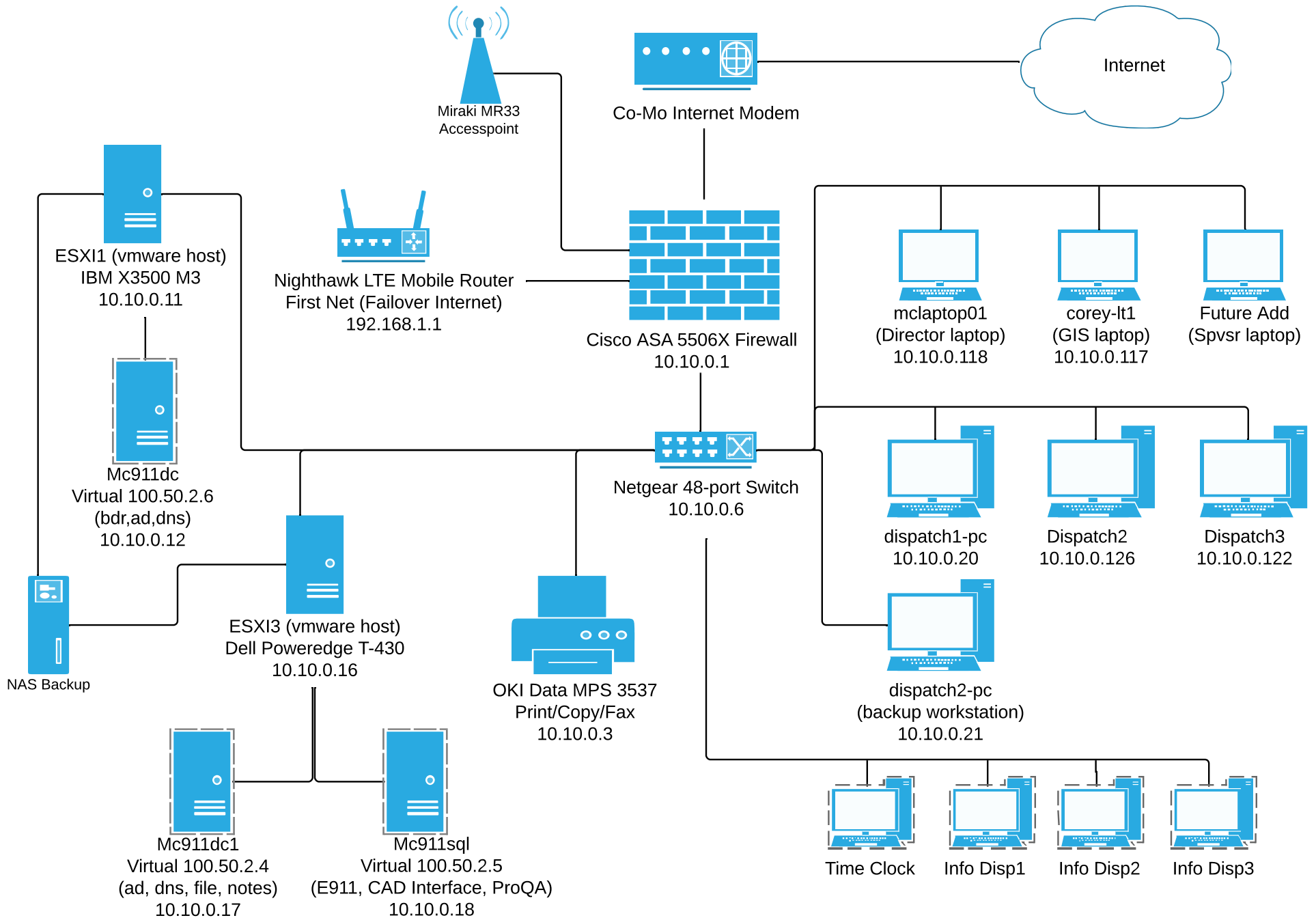
3.6 MCED maintains 1 central office located at 604 N Oak St, California MO 65018. Other locations include radio tower sites which are managed through our radio vendor.

#### **4 OVERVIEW OF CURRENT MCED IT ENVIRONMENT**

- Mc911DC1 – Windows Server 2016
- Mc911SQL – SQL Server 2014
- Laptops – Windows 10
- Workstations – Windows 10
- Host Licensing – VMware vSphere 6 Essential Plus Kit
- Virus Protection – Symantec

# MCED Network

Kevin | October 21, 2019



## 5 OBJECTIVES / SPECIFICATIONS

The focus of this RFP is to select a single organization to provide IT managed services to Moniteau County Emergency Dispatch over a two-year period, beginning on January 1, 2020 and ending no later than December 31, 2022. Following the initial term, there is a possibility to renew this contract for future terms.

Respondents are asked to propose what they consider to be the best, most-cost efficient services for use by Moniteau County Emergency Dispatch while accomplishing the following:

### **24x7x365 Onsite and Remote Support Services**

- Telephone based and remote support through designated Help desk
- Onsite support and travel time
- After Hours and Emergency support

### **Proactive PC/Workstation Management and Monitoring**

- Software agent based 24x7x365 PC monitoring
- Service desk (Automatic/Proactive Management of Incidents)
- Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)
- Automated Hardware & Software Optimization (dis defrag, clear temp files, etc.)
- Malware & anti-virus software protection monitoring and management
- Rapid problem resolution
- PC systems documentation and performance reporting

### **Proactive Server Management and Monitoring**

- Software agent based 24x7x365 Server monitoring
- Monitoring and management of critical shared storage
- Service desk (Automatic/Proactive Management of Incidents)
- Preventive Maintenance & Security – Windows Updates
- Preventive Maintenance & Security – Software Updates (Adobe, Java, etc.)
- Automated Hardware & Software Optimization (disk defrag, clear temp files, etc.)
- Monitoring and management of system backups
- Installation, configuration, and management of Server software
- Adds/moves/changes to server domain users
- Active/Retired Asset Audit and Reporting
- Server systems documentation and performance reporting
- Malware & anti-virus software protection monitoring and management
- Server license management

### **Proactive Network & Firewall Management and Monitoring**

- Monitoring and management of critical Cisco and Meraki firewalls
- Review of firewall security protocols and VPN access
- Firewall software upgrades
- Configuration of secured VPN access for remote users and to outside systems
- Segregation of networks and systems as required for enhanced security
- Ensuring appropriate security protocols and access methods for all wireless access points
- Configuration and maintenance of network switches and other network infrastructure
- Firewall configuration changes and updates
- Configuration and implementation of Intrusion Prevention System and Web filtering on Meraki firewall

### **Proactive Environment Management and Administration**

Management of VMWare subscription  
Management of VPN / remote services  
Management of Intermedia Hosted Mailboxes  
Quarterly Technology Management Meetings  
License compliance monitoring and license management  
Annual Technology Budget creation in conjunction with Agency Director  
Management of technical vendor relationships and vendor communication  
Asset management and tracking of in-service schedule for network and PC hardware  
Assistance to Agency Director for cost effective and time efficient procurement of hardware and software  
Assistance to the Agency Director for development of a comprehensive Disaster Recovery Plan

### **Project Planning & Implementation Services** (includes but not limited to)

New device installations and current upgrades as necessary  
Network / Environment maintenance to include Firewall, Router and Switch configurations and installations as necessary.

## **6 SELECTION CRITERIA**

6.3 Moniteau County Emergency Dispatch will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

## **7 INVOICING AND PAYMENT REQUIREMENTS**

7.3 *Payment as Bid.* The vendor shall be paid in accordance with the submitted pricing pages of the awarded proposal, upon acceptance of deliverables by Moniteau County Emergency Dispatch. Other than payment specified above, no other payments or reimbursements shall be made to the vendor for any reason whatsoever.

7.4 *Tax Exemption.* Federal Excise Tax or Missouri Sales and Use Taxes should not be included in bid prices, as the Moniteau County Emergency Dispatch is exempt from them by law. Federal tax exemption certificate will be furnished upon request.

## **8 GENERAL TERMS AND CONDITIONS**

- 8.3 *Product Specifications.* Whenever products or materials of any particular manufacturer are referenced in the specifications, such product or material is intended to be descriptive of type or quality and not restrictive to those mentioned. Alternates to what has been specified may be proposed and bid, but the bid submission must clearly indicate such and include specifications and/or descriptive literature documenting the manufacturer, stock number, and other pertinent details necessary to establish equivalency. Moniteau County Emergency Dispatch shall be the sole judge of equivalency.
- 8.4 *Like or Similar Products.* Moniteau County Emergency Dispatch reserves the right, at its sole discretion, to obtain “like or similar” products as specified herein from other manufacturers when use of such products is deemed in the best interest of MCED.
- 8.5 *Clarification/Negotiations.* Terms, conditions, prices and methodology or other features of the offeror’s bid may be supplemented, clarified, or changed as a result of the negotiation process. The requirements of the specifications shall not be negotiable and shall remain unchanged unless that change is in the best interest of MCED and in which case shall apply to all bids subject to negotiation.
- 8.6 *Default or Misrepresentation.* In case of default or misrepresentation by the vendor awarded the bid, Moniteau County Emergency Dispatch will procure the articles or services from other sources and hold the vendor responsible for any excess cost occasioned thereby

## **9 BID AWARD**

- 9.3 Submitted proposals will be reviewed by the Moniteau County Emergency Dispatch Executive Director and the Board of Directors. Vendors who are deemed fully qualified and best suited among those submitting proposals may be requested to participate in further discussions regarding their proposals. Discussion may cover cost, method, and other relevant factors.
- 9.4 The contract shall be awarded to the lowest responsible respondent whose offer best responds to the quality, capacity, and service requirements of Moniteau County Emergency Dispatch. The selection process may include a request for additional information and/or an oral presentation to support the written proposal.
- 9.5 Negotiations may be conducted with responsible respondents who submit proposals determined to be reasonably susceptible of being selected for award. All respondents will be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers.
- 9.6 Final vendor approval will be granted by the Moniteau County Emergency Dispatch Board of Directors. After the evaluation of the proposals and the selection of the successful vendor, all vendors will be notified in writing of the award. The successful vendor shall commence work only after the transmittal of a fully executed contract and after receiving written notification to proceed from Moniteau County Emergency Dispatch.



## **10 SUBMISSION INFORMATION**

*10.3 Bid Modification/Withdrawal.* The respondent may withdraw, modify, or correct its bid after it has been submitted to MCED provided such request is submitted in writing and received prior to the time specified for opening bids. Such a request received as specified will be attached to the bid and the bid will be considered to have been modified accordingly. No bid may be modified after the time specified for opening of bids.

*10.4 System Proposal and Explanation.* The Vendor should provide information and detail on the proposed equipment, and software; its capabilities and advantages and provide itemized pricing for all the components, integrations, fees, accessories, parts and supplies required of the system and its installation with a defined TOTAL COST. Additional cost of operations of the system including but not limited to any ongoing maintenance requirements, foreseeable upgrade requirements, programming, service rates, etc. should also be included.