



Johnson County Commission

Densil Allen

Presiding Commissioner

John L. Marr

Commissioner, Eastern District

Charles Kavanaugh

Commissioner, Western District

Diane Thompson

County Clerk

Johnson County Courthouse, 300 N Holden, Warrensburg, MO 64093
(660) 747-6161 - Fax 747-9332
www.jococourthouse.com

January 3, 2022

REQUEST FOR PROPOSALS

Johnson County Managed Information Technology, Systems and Security Services

NOTICE IS HEREBY GIVEN that Johnson County, Missouri, is requesting proposals from qualified providers to perform On-Call Managed Information Technology, Systems, and Security Services (I.T./I.S./I.S.) for the following offices only within the Johnson County Courthouse: County Clerk, County Commission, Human Resources, Voter Registration. The Johnson County Courthouse is located at 300 N. Holden Street, Warrensburg, MO 64093 and is listed on the National Register for Historic Places.

General information, performance specifications, and instructions can be obtained by visiting <http://www.jococourthouse.com/bids.html> or contact the Johnson County Clerk's Office, Johnson County Courthouse, 300 N. Holden, Suite 201, Warrensburg, MO at (660) 747-6161 or via email at: jpowers@jococourthouse.com.

The objective of this solicitation is to select a qualified IT/IS Provider to complete the following project:

A. GENERAL INFORMATION:

The Johnson County Courthouse, located at 300 N. Holden Street, Warrensburg, Missouri, contains multiple elected officials and administrative offices. Among these offices, the Johnson County Clerk, County Commission, Human Resources, and Voter Registration offices perform vital services and operations for the county. Given the nature of the services provided and the potential risk factors, system performance and security are of utmost priority. Therefore, Johnson County seeks to have a highly qualified and dedicated I.T./I.S./I.S. Manager for these offices.

Currently, these Johnson County offices do not have dedicated in-house IT staff and relies on a managed service provider.

B. STRUCTURE AND SCOPE OF SERVICES:

The above listed Johnson County offices are seeking support in the following areas:

- Network Management
- Security and Social Engineering
- Cyber Threat Detection/Prevention

- Email Management, Including Spam Protection
- Application Management
- Infrastructure Support (including but not limited to printer/scanner/facsimile, VOIP Phone System, Conferencing Technology, Door & Camera Security Systems)
- Backup Management and Disaster Recovery
- On-site vs Off-site data storage evaluation/assistance
- On-site and Remote Support (Help Desk)
- Additional remote management, access, reporting, and automation
- Maintained network documentation (including by not limited to system configuration)
- Periodic recommendations for system upgrades and annual resource allocation planning

(This is not a comprehensive list. More services may be required.)

C. PROPOSAL INSTRUCTIONS:

The County Clerk’s Office will accept proposals in a sealed envelope **marked “DO NOT OPEN – IT SERVICES”** until **1:30 P.M. (LOCAL TIME) on TUESDAY, FEBRUARY 8, 2022** to the address listed below, at which time the SEALED envelopes will be opened in the County Commission’s Office.

Johnson County Commissioners
 Attention: Diane Thompson
 Johnson County Clerk
 300 N. Holden Street, Suite 201
 Warrensburg, MO 64093
 Telephone: (660) 747-6161
 Email: dthompson@jococourthouse.com

Proposals not conforming to the instructions provided herein may be subject to disqualification at the option of the County. Proposals received after the stated date and time will not be considered and will be returned unopened to the Proposer.

D. INQUIRIES:

All questions concerning this Request for Proposals document shall be submitted by email or in written form to:

Jennifer Powers
 Johnson County Chief Deputy Clerk
jpowers@jococourthouse.com

All questions must be received in writing or by email no later than 4 p.m. on Thursday, January 28, 2022. Only questions submitted in writing or by email shall be responded to via an addendum. Questions will not be accepted via telephone. Responses to questions/clarifications will be placed on the Johnson County website at: <http://www.jococourthouse.com/bids.html>.

E. MANDATORY ON-SITE PROJECT REVIEW & ASSESSMENT FIELD WORK:

Proposals must include a written assessment of the I.T./I.S./I.S. system as it pertains to the Johnson County Clerk, County Commission, Voter Registration and Human Resources offices. Therefore, due to this requirement and to insure the completeness of the proposals, on-site project review and assessment field work is MANDATORY for all providers who plan to submit proposals for this project.

Attendance will be taken at the beginning and conclusion of the on-site project review and assessment field

work session in the County Clerk's office. Therefore, these sessions will begin and end at the County Clerk's office. Sessions will begin promptly at the times listed below. Plan for a 90-minute duration. Each provider must be on record in order to be authorized to bid on the project.

There will be three available date and times to allow for all providers to perform the Mandatory On-site project review and assessment field work with Courthouse staff oversight as follows:

- 10:00 a.m. (local time) on Friday, January 14, 2022
- 9:00 a.m. (local time) on Wednesday, January 19, 2022
- 2:00 p.m. (local time) on Wednesday, January 19, 2022

If the above date/times do not allow for your attendance, please call Jennifer Powers, Chief Deputy Clerk at: (660) 747-6161 at least 24 hours in advance to arrange a special appointment time on or before 3 p.m. (local time) on Thursday, January 20, 2022. Special sessions by appointment only will not be accommodated after 3 p.m. (local time) on Friday, January 21, 2022.

Firms responding to the request should prepare their Proposal to address the following minimum items:

General Information:

1. Name of company, address, telephone number, email, web address, and name of primary contact person.
2. Identify any legal proceeding (arbitration, complaint, or court action) filed against your firm for any project for which you provided IT services in the past five years.
3. Include a sample contract you intend to use should your firm be selected as the successful team.
4. Include a written presentation of your firm's IT assessment of the Johnson County Clerk, Johnson County Commission, Voter Registration and Human Resource offices to meet the minimum IT assessment requirements as follows:
 - a. Identify the IT strengths and potential areas to grow and improve
 - b. Identify the IT risks and strategies to minimize or eliminate these risks with particular focus on elections, voter registration functions and human resources
 - c. Provide a detailed path forward for technology and security systems that are aligned to the workflow of the individual offices
 - d. Highlight opportunities for cost optimization and management efficiencies
 - e. Other systems, securities, solutions and strategies that may be considered

Experience and Resources:

1. Describe your firm, its background, and its capabilities. In particular, support your capacity to perform the services detailed in this RFP. Please include total number of employees, industry experience, certifications, affiliations, and a comprehensive list of services provided.
2. Indicate which employees from your firm would be involved in providing services to Johnson County, including their designated roles, qualifications, and experience. A resume of the primary individual(s) who will be responsible for the Johnson County account is required. Include an organizational chart.
3. Provide information for any subcontractors needed to provide required services.
4. Detail experience on projects where you have managed IT services.
5. Provide a list of references, with names and contact information, for organizations or businesses for whom you have performed similar work. A minimum of three references are required. References from government agencies and/or large corporations are preferred. List contact name, title, phone number, and email address.

Services:

1. Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.
2. Describe your approach to provide installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.
3. Detail the process of providing services, as outlined in section "Structure and Scope of Services" below, including time spent on-site and remote support available. Define standard service hours during regular business hours, weekends, and holidays. Provide details on your firm's Service Level Agreement (SLA) for response time options with considerations for immediate response times for election days and other defined emergencies.
4. Detail your firm's approach to offering end-users a uniform working experience at any location throughout Johnson County, providing consistent, reliable, and secure access to files, folders, email, and printers.
5. Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as helpdesk ticketing system.
6. Outline your firm's procurement and purchase ordering process, if defined.
7. Describe any additional service items that may be of interest to Johnson County.

Additional Considerations:

1. Describe your approach to protecting budgets and meeting schedules.
2. Identify the strengths of your organization that would benefit the County.
3. Provide a detailed written schedule of fees/charges for all services
4. Describe any additional facets relevant to this RFP, which have not been previously mentioned that you feel warrant consideration or add to your firm's value as a strategic partner to Johnson County.

Acceptance or Rejection of Proposals

From the information provided, a firm or firms may be selected to be interviewed at a later date. The County Commission reserves the right to accept or reject any or all proposals and to waive any informalities in the review process. Omission of any information may be sufficient cause for rejection of a submitting firm's statement. All cost incurred in the preparation of the response to this request will be the sole responsibility of the submitting firm. The County reserves the right to reject any and all submittals when (1) such rejection is in the best interest of the County; or (2) if the submittal contains any irregularities; provided, however, that the County reserves the right to waive any minor irregularities and to accept the most responsive and responsible proposal. The County reserves the right to cancel this Request for Proposals at any time and/or to solicit and re-advertise for other proposals. The County is not obligated to enter into a contract on the basis of any proposal submitted in response to this document.

Proposal Disclosure

Upon opening, proposals become public records and shall be subject to public disclosure consistent with Missouri State Statutes.

Development Costs

Johnson County shall not be responsible for bid/proposal preparation, submission, or presentation costs, nor for the cost, including attorney fees associated with any administrative, judicial, or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal. By submitting a bid, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

Indemnification

The Proposer, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees, and otherwise hold harmless Johnson County, its employees, and agents, from any liability of any nature or kind in regard to the delivery of these services. The Proposer shall secure and maintain General Liability Insurance as will protect them from claims under the Worker’s Compensation Acts and from claims for bodily injury, death, or property damage which may arise from the performance of their services under this contract. Further, the Proposer shall provide the County with evidence and the amount of Errors and Omissions Insurance, i.e., Professional Liability Insurance currently in effect.

Timeline

<u>Important Milestones</u>	<u>Date</u>
Johnson County Commission Approval	January 3, 2022
RFP Made Available & Notification in Newspapers	Thursday, January 6, 2022 & Friday, January 7, 2022
Pre-scheduled MANDATORY on-site project review and assessment field work sessions	10:00 a.m. on Friday, January 14, 2022 9:00 a.m. on Wednesday, January 19, 2022 2:00 p.m. on Wednesday, January 19, 2022
Deadline to Request a Special On-site Project Review and Assessment Field Work Appointment	3 p.m. on Thursday, January 20, 2022
Question and Answer Period (Deadline to submit questions/receive answers) See Inquiries section	4 p.m. on Friday, January 28, 2022
Sealed Proposal Deadline	1:30 p.m. on Tuesday, February 8, 2022

Minimum Qualifications

Minimum Qualifications:

All managed service providers submitting a final bid must:

- a. Be licensed to do business in Missouri,
- b. Have the expertise, license, and resources to provide managed IT services for the current and future operations of the Johnson County offices listed above,
- c. Consistently maintain and allocate sufficient staff resources to provide timely service,
- d. Maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas,
- e. Maintain required insurance coverage.

Evaluation and Interviews

A committee of individuals representing Johnson County will perform the evaluation of all proposals. Following this evaluation process, the committee may elect to ask qualified respondents to complete an oral interview before the committee. The purpose of the interview is to allow those selected firms further expansion and discussion of their written responses. Oral interviews are provided at the sole discretion of Johnson County and are for the purpose of allowing Johnson County to broaden their understanding of certain selected respondents.

Award of Contract

The term of the contract shall be for one (1) year, with the option to renew for three (3) additional one-year periods on favorable annual performance. The County reserves the right to reject any or all offers when it is in the County’s best interest. The County reserves the right to cancel the contract, or portions thereof, without penalty at any time.

SIGNATURE REQUIRED BELOW CONFIRMING UNDERSTANDING OF THIS STATEMENT (return original with the other proposal items listed above. Retain a copy for your records.)

The vendor hereby declares understanding and agreement of the terms of this Request for Proposal.

Doing Business as (DBA) Name	Legal Name of Entity/Individual Filed with IRS for this Tax ID No.
Mailing Address	IRS Form 1099 Mailing Address
City, State, Zip Code	City, State, Zip Code
Authorized Representative	Email Address
Phone number	Fax number
Authorized Signature	Date
Printed Name	Title

CONCLUSION:

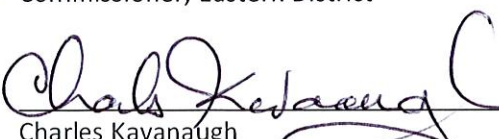
On behalf of the Johnson County Commission, thank you for your interest in Johnson County On-Call Managed Information Technology, Systems, and Security Services (I.T./I.S./I.S.). We look forward to receiving your proposal for this important project.



 Densil Allen
 Presiding Commissioner



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 Commissioner, Eastern District



 Charles Kavanaugh
 Commissioner, Western District