

Sheriff
Scott W. Munsterman

Major
Aaron N. Brown

Captain
Mike Hanes



Requests for Proposals

MANAGED SERVICES FOR IT INFRASTRUCTURE for Johnson County Sheriff's Office

Centerview, Missouri 2024

Johnson County Sheriff's Office

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GENERAL INFORMATION AND REQUIREMENTS

The Johnson County Sheriff's Office is requesting sealed proposals for a comprehensive **Managed Service Provider for IT Infrastructure, Information Technology, System and Security Services, Network Management, Computer Services Hardware and Equipment, and Business Phone System (hereinafter referred to as Service Provider)**, for the Johnson County Sheriff's Office, located at 278 SW 871 Rd Centerview, Mo 64019.

One original and 4 copies of the sealed proposal must be delivered to:

Major Aaron Brown
Johnson County Sheriff's Office
278 SW 871 Rd
Centerview, MO 64019

Sealed proposals must be delivered no later than 9:00 am May 31st, 2024. Proposals received after the above date and time will be returned unopened.

The proposal must be sealed and must be plainly marked in the lower left-hand corner of the package stating, **"IT Infrastructure Sealed Proposal"**. Failure to submit the proposal in a properly marked envelope may eliminate the proposal from consideration.

All proposals submitted shall be binding for sixty (60) calendar days following the due date, unless the vendor(s) upon request of the county agree to an extension.

Opening of Proposals

Proposals will be opened privately on June 6th, 2024, at 9:00 am at the Johnson County Sheriff's Office, located at 278 SW 871 Rd Centerview, MO 64019. Proposals will be evaluated and an award, if any, will be made to the proposer who best meets the requirements and is judged best able to provide a managed service provider for IT Infrastructure.

Other Information

Johnson County is not liable for any costs incurred in replying to this Request for Proposal. The county reserves the right to reject any and all proposals and to select the proposal considered most advantageous to Johnson County.

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Inquiries

Any questions or clarifications concerning the Request for Proposal must be submitted in writing via E-mail to:

Aaron Brown
Major - Undersheriff
abrown@jocomosheriff.org

All questions must be received no later than **2:00 PM** on **05/10/2024**. Any question received after this deadline may not be answered.

Responses to questions/clarifications will be placed on the Sheriff's Office website <https://www.jocomosheriff.org/press>. Check this website frequently for updates and any addendum(s) that may be issued.

I. Project Overview

Project Overview:

The Johnson County Sheriff's Office (JCSO), an essential arm of law enforcement within Johnson County, Missouri, is seeking to establish a partnership with a highly qualified IT Service Provider specializing in comprehensive IT infrastructure, information technology, system and security services, network management, computer services hardware and equipment, and business phone systems. This RFP is directed towards individuals, vendors, partnerships, and corporations with a proven track record in these critical areas.

Johnson County is strategically located in the western part of Missouri, with a vibrant community of 54,013 residents as of the 2020 census. The county covers an expansive area of approximately 833 square miles. The JCSO, headquartered at 278 SW 871 Rd., Centerview, MO 64019, is a pivotal institution serving this community, responsible for law enforcement and public safety across the county. The JCSO is a unified facility housing the Johnson County Detention Center, embodying the commitment to justice and safety through its diverse operations.

The JCSO's operational framework is segmented into four main divisions: Road Patrol, Detectives, Detention, and Administration. This structure supports a team of 90 dedicated full-time, part-time, and reserve employees. To effectively fulfill its mission, the JCSO relies on critical technological assets,

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including, but not limited to, forty-one (41) mobile data terminals (MDTs), thirty-one (31) VoIP Phones with Local PBX (phones must workout internet) and fifty-one (51) workstations.

Additionally, the Sheriff's Office extends its reach through three off-site operations situated at the Johnson County Justice Center, 101 W. Market St., Warrensburg, MO 64093, comprising the Bailiff's Division, Narcotics Division, and Training Center. These extensions play a crucial role in the broader law enforcement strategy and similarly depend on robust IT and telecommunication systems to operate effectively.

II. Objective

The selected Service Provider will be tasked with the comprehensive management of IT services across all divisions and locations. This includes, but is not limited to:

- Ensuring reliable operation and maintenance of IT infrastructure and equipment.
- Providing expert support for network management, system security, and data protection.
- Managing and maintaining business phone systems to ensure seamless communication within the Sheriff's Office, its auxiliary operations and the public.
- Offering scalable solutions that can adapt to the evolving needs of the JCSO, with a preferred five (5) year plan.
- Ensuring high availability and reliability of mobile data terminals and workstations.
- Delivering prompt and effective support services to minimize downtime and maintain operational efficiency.
- Assisting in the strategic purchasing and procurement of essential IT hardware, including mobile data terminals (MDTs), workstations, and business phone system components. The provider will help identify, evaluate, and select the best technologies and equipment that align with the operational requirements and budgetary constraints of the JCSO.

The JCSO seeks a partnership that emphasizes reliability, security, and adaptability to meet the dynamic needs of law enforcement operations. Proposals should detail specific experience relevant to managing IT services in a similar context, highlighting the ability to support the unique requirements of the JCSO and its dedicated personnel. This includes a detailed approach to selecting, purchasing, and implementing technology solutions that meet the operational, security, and budgetary needs of the JCSO.

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III. Scope of Services

The vendor will work with the JCSO to implement policies, procedures, and protocols that meet the standards and requirements applicable and shall perform all work in a manner consistent with the Johnson County Sheriff's Office policies, procedures and other relevant laws of the State of Missouri and our federal partners. The prospective Service Provider shall be proficient and provide services in the following areas:

1. Network Management:

- Design, implementation, and maintenance of a robust and secure network infrastructure.
- Continuous network performance monitoring and optimization.
- Network policy enforcement and management of network access control.

2. Security and Social Engineering:

- Implementation of advanced security protocols to safeguard sensitive data.
- Training and/or drills for employees to recognize and prevent social engineering attacks.
- Regular security audits and assessments to identify vulnerabilities.

3. Cyber Threat Detection/Prevention:

- Real-time monitoring for cyber threats and proactive threat hunting.
- Deployment of intrusion detection and prevention systems.
- Development and enforcement of comprehensive cybersecurity strategies.

4. Email Management, Including Spam Protection:

- Efficient email server management and optimization.
- Advanced spam filtering and email security measures.
- Management of email archives and e-discovery solutions.

5. Application Management:

- Management and deployment of business-critical applications.
- Patch management and performance monitoring.
- License and subscription management.

6. Infrastructure Support:

- Support and acquisitions capabilities for office peripherals such as printers, scanners, and facsimile machines.
- Maintenance and management of Business Phone Systems.
- Installation and support for conferencing technology.

7. Backup Management and Disaster Recovery:

- Implementation of reliable backup solutions for data and systems.
- Regular testing and updating of disaster recovery plans.
- Rapid data restoration and business continuity support in the event of a disaster.

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8. On-site vs Off-site Data Storage Evaluation/Assistance:

- Evaluation of data storage needs to recommend on-site or cloud-based solutions.
- Assistance with data migration and implementation of storage solutions.

9. On-site and Remote Support (Help Desk):

- Provision of a dedicated help desk for immediate assistance.
- On-site support for critical issues and routine maintenance.
- Remote support for troubleshooting and quick resolution of IT issues.

10. Additional Remote Management, Access, Reporting, and Automation:

- Remote monitoring and management of IT systems.
- Secure remote access setup for administrative tasks.
- Automated reporting on IT system health and security.

11. Maintained Network Documentation:

- Regular updating of network infrastructure documentation.
- Documentation of system configurations and changes.
- Management of IT asset inventory records.

12. Periodic Recommendations for System Upgrades and Annual Resource Allocation Planning:

- Strategic planning for system upgrades to stay current with technological advancements.
- Annual IT resource allocation and budgeting guidance.
- Providing recommendations for IT investments to improve operational efficiency.

IV. Vendor Requirements

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

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required. References from government agencies and/or large corporations are preferred. List contact name, title, phone number, and email address.

V. Budget Narrative

In order for JCISO to differentiate proposals of a similar quality and capability, some reference to pricing information is needed. Responses should be prepared with a completed Project Budget Narrative and returned with the Proposal response.

IMPORTANT

The County will consider its best value approach to fulfilling any of the varying service categories in the scope of this RFP. In order to do so, the vendor should provide any of the pricing models it may employ such as:

- Remote Monitoring and Management Only Pricing
- Tiered Pricing
- A La Carte Pricing
- Per Device Pricing
- Value Based Pricing

Identify costs that the County is responsible for including such items as: Customization, Consultants, Software Licensing, Ongoing Maintenance, Ongoing Technical Support, Upgrades, Implementation, Account Management fees, Report Writing, Training and Travel Expenses.

Also, identify fees associated with any products that are required for a successful implementation.

Proposal shall provide and clearly state pricing for both on-premise and hosted solutions when available.

Pricing information (or ranges) should include yearly fees for each one-year (1) term with optional renewal each year at the County's sole discretion.

Lastly, specify the lead-time after order for project to begin.

Skill/Services Pricing

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Provide pricing for supplemental services that may be available such as: project management, system integration, engineering, network, security engineering services, and database administration. Include hourly, daily or after hours/on-call rates for professional services by role or skill level.

Maintenance Pricing

Provide prices for any premium maintenance or warranty items that the County will be responsible for.

VI. Managed Service for Infrastructure Operations

The Managed Service section details the types of services we are seeking to obtain from the vendor. The vendor must describe how they will meet the requirements of each of the sections below.

A Statement of Work for the various categories that establishes Service Level Requirements and Reporting will be developed in conjunction with County staff with the finalists during the process. This statement of work will also call out how the responsibilities are shared amongst Provider and County staff.

Include samples from your Service Catalog that illustrate the type of service provided, any measurements for the service levels, and whether prices for those services are part of the Monthly Recurring Charge (MRC) or are considered Project-based, Non-Recurring charges (NRC).

NOTE: As mentioned in Section V, prices are to be provided separately if not provided as part of the MCR.

Note: The County will not consider a standalone response to the Managed Services portion of this RFP.

General System Management Requested as Monthly Recurring Charge (MRC):

- 1) SIEM Logging 1yr retention
- 2) EDR (Required by county Cyber Insurance)
- 3) Antivirus Management
- 4) Update Management
- 5) Application Monitoring / Management
- 6) Network Access Control

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- 7) Backup Management
 - 8) DNS Control / Management
 - 9) Web DNS Management
 - 10) Firewall IDS/IPS Management

 - 11) Office 365 P1 for GCC x 95
 - 12) Office 365 G1 x 7
 - 13) Email Antispam / Antimalware ATP
 - 14) 3 Year Email Archiving (Source is needed or a company policy to verify this is long enough or should be modified.)
 - 15) Alternate Email access when 365 is offline (Via Antispam engine)
 - 16) Office 365, Exchange Online, SharePoint Backup
 - 17) DMARC Management / Monitoring

 - 18) Local Backup Management
 - 19) Local Tape Management

 - 20) 31 VoIP Phones with Local PBX (phones must work without internet)
 - 21) Backup Internet provided by Digital Computer Works 4g
 - 22) 2 Fax lines

 - 23) Daily Vulnerability Scans
 - 24) Microsoft SPLA for 4 Server Standard Edition & 2 SQL instances both on 16core Servers
 - 25) 51 Workstations
 - 26) 41 MDT's
 - 27) VPN Management
 - 28) Firewall IPS/DPS Management & Alerting
 - 29) Wi-Fi management

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- 30) Remote access for all Administration (User access on case-by-case basis)
- 31) Self Service Password Reset
- 32) Vendor Management
- 33) Daily Password Rotation

VII. Mandatory Proposal Requirements

Submission requirements include:

1. Vendor name, address, telephone number, fax number, email, and primary contact.
2. Brief history of Vendor.
3. A narrative statement specifying why your business believes it is especially qualified to undertake this project. Information should include, but not be limited to, specialized resources available for this work; demonstrated ability to adhere to project timelines; any awards or recognition received by vendor or individuals for similar work; special approaches or concepts developed by the vendor that are relevant to this project, etc. Respondents may say anything they wish in support of their qualifications and may supplement this proposal with graphic material and photographs.
4. Include a written presentation of your firm's IT assessment of the Johnson County Sheriff's Office and JCSO's operation located at the Justice Center.
 - 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.
 - c. Provide a detailed path forward for technology and security systems that are aligned to the workflow of the office.
 - d. Highlight opportunities for cost optimization and management efficiencies
 - e. Other systems, securities, solutions and strategies that may be considered.
5. Vendor's specific abilities and financial capacity to provide the required services and qualifications related to the project's requirements. For evaluation purposes, include a proposed staffing plan by professional specialty.
6. Examples of specific knowledge and expertise related to this type of project.
7. Sealed cost proposal.
8. A certificate shall be provided by the vendor specifying that the submitted proposal will remain valid from the proposal submission date for a period of sixty (60) days.

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9. A detailed list of all projects and clients for the last five (5) years. The client list must include both current and former contracts and include appropriate contact person names, titles, agency, location with address, and phone number as well as email address. Each contract must be identified as current or former and if a prior contract, specify why the contract was lost, when, and to whom.
10. Minimum of five (5) references with contact name, address, phone number, and email if available. This information must be provided or the proposal may be disqualified.
11. Full disclosure of all lawsuits and claims against your business in the past 24 calendar months.
12. A list of the vendor's standard coverage for insurance including liability.
13. Include a sample contract you intend to use should your firm be selected as the successful team.

Proposal Format

Vendor's response should be formatted in the sequence listed above. Any supporting documentation should be included after the required documents.

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

Proposals must include a written assessment of the systems listed above as it pertains to the Johnson County Sheriff's Office. 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 at the JCSO and Justice Center. Therefore, these sessions will begin at the JCSO and end at the Justice Center. 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 staff oversight as follows:

- 1:00 p.m. (local time) on Tuesday, April 16, 2024
- 10:00 a.m. (local time) on Wednesday, April 24, 2024
- 10:00 a.m. (local time) on Thursday, April 25, 2024

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If the above date/times do not allow for your attendance, please email Major Aaron Brown: (660) 747-3518 at least 24 hours in advance to arrange a special appointment time on or before 3 p.m. (local time) on Thursday, April 24, 2024.

Compliance with the Request for Proposal

Proposals submitted must be in strict compliance with the terms of the Request for Proposal. Failure to comply with all provisions may result in disqualification. Johnson County reserves the right to reject any or all submittals or to waive minor defects or irregularities in any submittal. Johnson County further reserves the right, without prior notice, to supplement, amend, or otherwise modify this RFP, or request additional information from any and or all respondents. By submitting a qualification, the vendor thereby agrees that Johnson County's decision concerning submittal is final, binding, and conclusive upon it for all purposes, and acknowledges that Johnson County in its sole and unqualified discretion may waive or deviate from the procedures and/or timetable described in the RFP. All materials become the property of Johnson County and may be available to the public. All costs incurred in connection with the RFP response are the responsibility of the vendor and are not the responsibility of Johnson County.

Insurance Requirements

1. Provider shall furnish Johnson County with Certificate of Insurance indicating proof of **any of** the following insurance from companies licensed in the State of Missouri:
 - a. Worker's compensation and Employer's Liability: Worker's Compensation Statutory in compliance with the compensation law of the state and Employer's Liability Insurance ~~with a limit no less than \$100,000 each accident.~~
 - b. Comprehensive or Commercial General Liability: ~~with a minimum limit of \$1,000,000 per occurrence/\$1,000,000 aggregate combined Single Limit for bodily Injury and Property Damage Liability.~~ This insurance shall include, but not be limited to, the following coverage:
 - i. Premises – Operations
 - ii. Product and Completed Operation
 - iii. Broad Form Property Damage
 - iv. Contractual
 - v. Personal Liability
 - c. Automobile Liability: ~~with a minimum limit of \$1,000,000 per occurrence / \$1,000,000 aggregate Combined Single Limit for Bodily Injury and Property Damage Liability.~~ This insurance shall include coverage for all of the following:
 - i. Owned automobiles

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ii. Hired automobiles

iii. Non-owned automobiles

d. ~~Medical Professional Liability: with a minimum limit of \$1,000,000 per loss and \$3,000,000 aggregate.~~

2. The certificate shall list the Certificate Holder and address.
3. ~~Such insurance shall include under the General Liability and Automobile Liability policies Johnson County, its employees, elected officials, representatives, and members of its commission as additional insureds.~~
4. Such insurance shall include a ninety (90) day notice to the county prior to cancellation or material policy change. The notice shall be given to Johnson County Commission, 300 N. Holden, Warrensburg, MO 64093.
5. Contractor shall require subcontractor, if applicable, to furnish identical certificates of insurance to Johnson County prior to the contract taking effect.
6. The contractor shall be required to hold harmless, defend and indemnify Johnson County and its officers and employees from all claims of bodily injury, including death and property damage, arising from or alleged to be caused by the contractor's acts or omissions related to the performance of the contract.

Terms and Conditions

Contract Term: The initial contract term will be for a period of one (1) year, with the option for annual renewal based on performance and mutual agreement unless either party to the Agreement gives notice in writing to the other party no less than ninety (90) days prior to the expiration of any year of the Agreement renewal term. The vendor agrees to be in and maintain the levels of insurance and regulatory compliance standards outlined in the proposals throughout the term of contract.