



# IT Managed Service Provider RFP

Nixa Fire Protection District (NFPD) is requesting written proposals from qualified firms to provide information technology managed services. Technical questions or requests for clarification shall be directed to the key contact listed below. NFPD responses to a firm's question(s) will be provided only to the firm asking the question(s) and not shared with other respondents.

Whitney Weaver, Asst. Chief  
301 S. Nicholas Rd  
Nixa, MO 65714  
(417) 725-7314  
[Wweaver@nixafire.org](mailto:Wweaver@nixafire.org)

## **1. General Information**

### **1.1 Key Dates**

The following table outlines Nixa Fire Protection District key dates and events in the RFP process.

Activity	Date
RFP Made Available	10/21/20
Deadline to Request a Site Visit	10/30/20
Site Visits	11/2-6/20
Question and Answer Period	11/2-6/20
Deadline for Final Proposal	11/13/20
Provider Selected and Notified	TBA
Start Date of Services	TBA

NFPD reserves the right to extend the submission deadline or any other deadline or date in the RFP in the event that an extension would be in the best interest of NFPD.



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## 1.2 Background of Nixa Fire Protection District

The Nixa Fire Protection District covers an area of approximately 53 square miles. District boundaries start to the north at the Christian / Greene County line, west along the James River to the fork where the James meets the Finley River, north on the Finley River, east approximately halfway between Nixa and Ozark, and then north to the county line.

NFPD complies with the required federal regulations on procurement, as well as applicable State procurement law and procedures. For more information, please visit our website at [www.nixafire.org](http://www.nixafire.org).

## 1.3 IT Structure and Scope of Services

NFPD currently has no in-house IT staff and contracts with local vendors on an as-needed basis for IT services. NFPD is looking to conduct a full IT assessment to develop a roadmap that provides the organization with enhanced infrastructure and security that meets industry standards and improves the end-user experience. This includes, but is not limited to, support in the following areas:

- Maintenance of client documentation (full and current playbook of supported environment)
- Unlimited live helpdesk support
- Human Resources onboarding (as it relates to IT services and equipment)
- Onsite and offsite support
- Network and endpoint monitoring and reporting
- Network Security
- Incident Response
- Patch management
- Disaster recovery/business continuity
- Support for Office 2013 and/or 365 Products
- Anti-virus updates and remediation (endpoints and network storage)
- Malware updates and remediation (endpoints and network storage)
- Mobile device management
- Technology equipment Inventory support
- Long term technology strategy planning
- Software licensing control – oversight of automatic renewal of software applications and maintenance of appropriate documentation

Currently, network configuration include 2 active servers, and 2 virtual machines. \*A detailed list of the network is available upon request.\*



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NFPD operates out of three locations around the Nixa area and has approximately 50 user accounts, utilizing 14 desktop machines, 6 laptops, 11 iPads, and 4 copiers/printers. NFPD employs approximately 40 people, with varying levels of technical infrastructure at each location. Staff utilize both desktop workstations and laptops as many staff are mobile and work in various locations around Christian County. Each machine and user varies in use of network services, some machines are shared between multiple users, some are dedicated, and some users don't access any machines at all. Consistent, reliable, and secure access for all staff at any location is critical to the scope of this work.

## **1.4 Preparation Costs**

NFPD shall not be responsible for proposal preparation 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.

## **1.5 Contract Period**

NFPD will review all proposals and dependent on budget restrains contract with an IT management service on an annual basis.

## **2. Rules Governing Preliminary Proposals**

### **2.1 Rules Governing Preliminary Proposals**

The content of all proposals will be kept confidential and considered proprietary throughout the selection process and afterward. Copies of any proposal will not be shared with other respondents.

### **2.2 Disposition of Proposals and Bids**

All materials submitted in response to the RFP shall become the property of NFPD.

### **2.3 Modification of Bids**

Modifications to final proposals will not be accepted by NFPD. Respondents have the right to revise their preliminary proposals after the interview process to form their final proposal.

### **2.4 Late Submissions**

Final proposals not received after the dates specified will not be considered and will be returned to the respondent unopened.



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## **2.5 Acceptance/Rejection of Submittal**

NFPD reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any bid or in the RFP procedures, and to accept any bid presented which meets or exceeds these specifications and which is deemed to be in the best interests of NFPD; however, the requirements for timelines shall not be waived.

## **2.6 Site Visits**

NFPD is requesting providers contact Whitney Weaver to request a site visit by 10/30/20. Firms will be invited to schedule a site visit during the one-week period listed. Site visits are unable to be scheduled outside of this window. The site visit will include an overview of NFPD's current inventory and network structure, including the servers located at our central office location. Preliminary proposals can be submitted without a site visit, but NFPD believes a site visit will further the respondent's understanding of NFPD's current infrastructure and challenges.

## **2.7 Preliminary Proposals**

After the site visit, respondents may submit a preliminary proposal that includes a brief audit of NFPD's current network and security risks, with details of enhancements and modifications that the firm will implement to improve the end-user experience. NFPD believes this is best achieved by having firms evaluate NFPD's current IT infrastructure themselves and then develop their own proposal on how they will improve and maintain a system that continues to meet business needs.

## **2.8 Evaluation and Interviews**

A committee of individuals representing NFPD will perform the evaluation of all preliminary 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 NFPD and are for the purposes of allowing NFPD to broaden their understanding of certain selected respondents. This will be the only opportunity for a respondent to receive feedback on their preliminary proposal.

## **2.9 Final Proposal**

All final proposals must be received by 11/13/20 and be clearly marked as the respondent's final. There will be no modifications of proposals once submitted and there will be no further communication with the respondent until a final decision has been made by NFPD.



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## **3. Minimum Qualifications**

All managed service providers submitting a final bid must:

- be licensed to do business in Missouri,
- have the expertise, license, and resource to provide managed IT services for NFPD' current and future operations
- consistently maintain and allocate sufficient staff resources to provide timely service
- maintain staff that are qualified and available to provide necessary, specialized expertise in various technological areas
- maintain required business insurance coverage.

## **4. Proposal Guidelines**

Please respond as outlined in this request and observe the following guidelines:

Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.

Electronic submissions must be emailed to Whitney Weaver [ww Weaver@nixafire.org](mailto:ww Weaver@nixafire.org) no later than 5:00pm on 11/13/20.

Our final vendor selection will be made based on our evaluation of the criteria outlined in Section 5 of this Request for Proposal and feedback from oral interviews.

Submission of a final proposal will be construed to imply agreement in advance to the services outlined in the enclosed materials. Brochures, photos, annual reports or any other appropriate printed material may be included in your proposal. The final proposal package should be kept as brief as possible, however, with the subject areas clearly defined.

## **5. Questions**

### **5.1 General Firm Information**

Provide a brief description of your firm, including but not limited to an overview of your firm, including name of the principal(s) of the firm, address, total number of employees, overall industry experience, certifications, and any affiliations.

Experience and Resources

Describe your firm and its capabilities. In particular, support your capacity to perform the services detailed in this RFP.



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Indicate which employees from your firm would be involved in providing services to NFPD, including their designated roles, qualifications, and experience. A resume of the primary individual(s) who will be responsible for the NFPD account is required.

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 nonprofit organizations and/or anti-violence organizations are preferred.

## 5.2 Services

Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.

Describe your approach to provide installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.

Detail the process of providing services, as outlined in section 1.3, including time spent on-site and remote support available. Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included.

Detail your firm's proposed approach to offering end-users a uniform working experience at any location throughout Christian County, providing consistent, reliable, and secure access to files, folders, email, and printers.

Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as helpdesk ticketing system.

Outline your firm's procurement and purchase ordering process, if defined. If NFPD can procure hardware at a lower cost, will your services be increased to install or set up?

Please describe your experience in providing the following value-added services:

- Remote backup
- Technology strategy planning
- Network and email system monitoring
- Procurement management
- Move, Add, Change (MAC)
- Warranty, break fixes and installation
- Technical support, including remote user support
- Reporting and Executive dashboards
- IT policy review and development
- Implementation planning and guidance
- PC Imaging and deployment
- On-site implementation of business applications



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- Asset inventory management
- Life cycle management of hardware units
- Software licensing control

Describe any additional service items, and cost, that may be of interest to NFPD.

## 5.3 Fee Structure

Provide a clear fee schedule that outlines all monthly service delivery costs as well as any proposed one-time software or start-up costs. The fee schedule should include a breakdown of pricing structure (per user, per hour, etc.) and any additional billing rates, hourly costs, and additional expenses for each individual or service.

Provide any other fee information applicable to the proposal that has not been covered.

Outline all provisions, termination clauses, and/or penalties for closing or changing amount of services as needed.

## 5.4 Support

- Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
- Please provide details on your standard reporting capabilities.
- Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
- What options are available for user training and technical training that may be required by our staff?
- Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
- How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
- NFPD user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.



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## **5.5 Additional Considerations**

What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?

Does your organization offer similar IT management to other government agencies?

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 NFPD.