



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050
 WWW.JEFFCOMO.ORG

Request for Proposal: **COMPREHENSIVE INFORMATION
 TECHNOLOGY SUPPORT SERVICES AND
 RELATED REGIONAL LAW
 ENFORCEMENT SERVICES**

Date Issued: **10-03-13**

PROPOSALS SHALL BE ACCEPTED UNTIL: **TUESDAY, OCTOBER 8, 2013**, AT 2:00 P.M. LOCAL TIME.

Specification

Contact:

DAVE COURTWAY

Department of the Administrative Services
 636-797-6487

Contract

Contact:

VICKIE PRATT

Department of Administrative Services
 636-797-5382

**Mail (3) Three
 Complete Copies
 With Vendor And
 Proposal
 Information As
 Shown In Sample:**

SAMPLE ENVELOPE

<i>VENDOR NAME</i>	
<i>VENDOR ADDRESS</i>	
<i>CONTACT NUMBER</i>	DEPARTMENT OF THE COUNTY CLERK
	JEFFERSON COUNTY MISSOURI
	729 MAPLE ST / PO BOX 100
	HILLSBORO MO 63050-0100
<i>SEALED PROPOSAL: (PROPOSAL NAME)</i>	

**Contract Term:
 1-1-14 to 12-31-18
 upon approval by
 the County Council
 and County
 Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for not less than twenty-four (24) months and no longer than five (5) years with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
 Information:**

Company Name	Authorized Agent (Print)
Address	Signature
City/State/Zip Code	Title
Telephone #	Date Tax ID #
E-mail	Fax #

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REQUIRED DOCUMENTS*

Current and valid Certificate of Insurance or binder showing required insurance coverage must be provided with each bid.

(County must be added as additional insured if awarded)

Bid deposits/bonds must be in the exact amount as stipulated in the bid.

Proof that Bidder does not owe delinquent real or personal property in Jefferson County (tax receipts for past 3 years)

Obtain receipts at <http://jeffersonmo.devnetwedge.com>

Or

A notarized affidavit stating that the applicant does not own any real or personal property in Jefferson County on company letterhead.

A Notarized affidavit of work authorization and current business entity status with E-verification documentation (pages 9 & 10).

Agreement to be executed by the County upon approval by the County Council and County Executive (Bidder is required to complete company information and execute signature).

***BIDS WILL BE REJECTED IF REQUIRED DOCUMENTATION IS NOT INCLUDED OR COMPLETED**

PROPOSAL REQUIREMENTS

Bidder shall initial all pages and return where the Bid Document denotes "BIDDER'S INITIALS: _____"

A. PROPOSAL SUBMISSION:

Submit proposal form in triplicate (three copies) with specification pages, if applicable. No facsimile or electronic proposals shall be accepted and shall be rejected. A fully executed Affidavit is required by Section 285.530 RSMo and shall be submitted with the proposal form. A copy of the Affidavit is attached hereto. Failure to execute the Affidavit shall result in the proposal being rejected. Vendor shall comply with the requirements of Sections 285.525 to 285.555 of the Revised Statutes of the State of Missouri. If any part of the work is subcontracted, each subcontractor shall comply with the same requirements of this specification. No contractor shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the State of Missouri. Vendor and any of its subcontractors, shall, by sworn affidavit and provision of documentation, affirm their enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Vendor and its subcontractors shall also sign an affidavit affirming that they do not knowingly employ any person who is an unauthorized alien.

Prevailing Wage Vendor and its subcontractors shall pay not less than the prevailing hourly rates of wages, as determined by the Labor and Industrial Relations Commission of Missouri. Vendor shall abide by the most current Annual Wage Order published by the Missouri Department of Labor and Industrial Relations or other similar resources and publications. Failure to comply with any provision, provide any required documentation, insurance forms or deposits or bonds in exact amounts or any other term or condition that is not in strict conformance shall result in the bid being rejected.

B. BASIS OF PROPOSAL AWARD:

Award may be made on an item-by-item basis to the lowest and best proposals or award may be made to the lowest and best proposal total, whichever is in the best interest of the County. County may reject any or all proposals for any reason and may waive any informality. Proposals submitted from a Missouri State Contract shall include a copy of the State Contract with the proposal.

It is further agreed that the Contract shall not be valid and binding upon the County until approved by the County Counselor, as to legal form and is subject to the Ordinances, Resolutions and Orders of Jefferson County, Missouri, and State and Federal Law. If no proposal or proposals have been awarded by the County Council within forty-five (45) days following the opening of the proposal then all proposals will be deemed rejected.

C. PROPOSAL PREPARATION:

1. Vendors are responsible for examination of drawings, specifications, schedules and instructions.
2. Each Vendor shall furnish the information required by the invitation. The vendor shall sign all required documents. All deletions and erasures shall be initialed
3. Alternate proposals for supplies or services other than specified shall not be considered unless authorized by invitation.
4. Vendor shall state a definite time for delivery of goods or for performance of services unless otherwise specified in the Request for Proposal.
5. When specified, samples must be timely submitted and at no expense to the County.
6. Failure to adhere to all requirements may result in the response being disqualified as non-responsive.

D. MODIFICATION OR WITHDRAWAL OF PROPOSALS:

Proposals may be modified or withdrawn prior to the exact hour and date specified for receipt of proposals, provided the modification or withdrawal is in writing and is delivered in the same manner as a proposal submission.

E. LATE PROPOSALS:

It is the responsibility of the vendor to deliver his proposal or proposal modification on or before the date and time of the proposal closing to the Department of the County Clerk of Jefferson County. Proposals received late will be rejected and returned unopened to the vendor.

F. PROPOSAL DEPOSITS/BONDS:

Proposal Deposits/Bonds are not required unless specified in the Specifications. Proposal deposits/Bonds must be in the exact amount as stipulated in the bid.

G. MATERIAL AVAILABILITY:

Vendors must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of proposal and delivery time. It is the responsibility of the vendor to notify the County immediately if the materials specified are discontinued, replaced, or not available for an extended period of time. All materials ordered by the County, shall be as needed. A sample of materials may be requested.

H. ALTERNATE PROPOSALS:

Where required, vendors must submit complete specifications on all alternate proposals with the proposal form. Alternate proposals without complete specifications may be rejected. Alternate proposals and exceptions to proposal clauses must be clearly noted on the proposal form. The County may accept or reject alternate proposals; whatever is most advantageous to the County.

I. INCORPORATION OF DOCUMENTS:

The terms of the proposal invitation, proposal specifications, proposal form are and shall be incorporated into the contract as if fully setout therein. The Proposal, if accepted and approved by the County Council and County Executive shall constitute the terms of a Contract or Agreement with Jefferson County, Missouri, subject to any further Amendments, Memoranda or other documents or specifications which must be set forth in writing and signed by all parties.

J. ADDENDA:

Addenda to proposal specifications are incorporated by reference as if fully setout herein. It is the responsibility of the vendor to insure and verify that they are in receipt of and completed all attached addenda's prior to submission of proposal forms. Verification is made by contacting the Department of Administrative Services or by reviewing the County Web Site. (www.jeffcomo.org).

K. INSURANCE:

The Vendor/Contractor shall purchase and maintain insurance with an insurance company licensed to do business in the State of Missouri or in the state where the vendor is incorporated or otherwise licensed to do business and which shall remain, at all times during the term of any contract with the County, in full force and effect. Preference will be given to a Vendor/Contractor who provides insurance with an insurance company licensed to do business in the State of Missouri, but in any event said Vendor/Contractor shall provide said insurance at it's own expense. Such insurance shall be provided as will protect the Vendor/Contractor from claims which may arise out of or result from the Vendor/Contractor's execution of the work, whether such execution be by himself, his employees, agents, or by anyone for whose acts any of them may be liable. If any such work covered by the Contract is to be performed on County owned or leased premises, the Vendor agrees to carry liability and workman's compensation insurance, satisfactory to the County, and to indemnify the County against all liability, loss, and damage arising out of any injuries to persons and property caused by the Vendor, his sub-contractors, employees or agents. The insurance coverage shall be such as to fully protect the County and the general public from any and all claims for injury and damage resulting by any actions on the part of the Vendor/Contractor or its' forces as enumerated above. All policies must name the County as an additional insured and provide for thirty (30) days written prior to any material changes or cancellation. Any disputes regarding a breach, insurance amounts, liability, coverage, lapse or otherwise shall be litigated in the Circuit Court of Jefferson County, Missouri and the same shall be incorporated into any Contract agreed to by the parties.

THE COUNTY REQUIRES A CURRENT AND VALID CERTIFICATE OF INSURANCE OR BINDER SHOWING REQUIRED INSURANCE COVERAGE MUST BE PROVIDED WITH EACH BID. JEFFERSON COUNTY MUST BE ADDED AS AN ADDITIONAL INSURED AFTER AWARD OF THE BID. ANY LAPSE IN INSURANCE COVERAGE OR CANCELLATION THEREOF BY THE CONTRACTOR OR SUB-CONTRACTORS DURING THE TERMS OF THE CONTRACT SHALL IMMEDIATELY BE DEEMED A MATERIAL BREACH UNDER THE TERMS OF ANY CONTRACT.

A. Required () Not Required **Comprehensive General Liability Insurance**

The Vendor/Contractor shall maintain and keep in full force and effect during the terms of this Contract such comprehensive general liability insurance as shall protect them from claims which may arise from operations under this Contract, whether such operations be by themselves or by anyone directly or indirectly employed by them. The amounts of insurance shall be not less than \$1,000,000.00 combined single limit for any one occurrence covering both bodily injury and property damage, including accidental death.

B. Required () Not Required **Professional Liability Insurance**

The Vendor/Contractor shall provide the County with proof of Professional Liability Insurance, which shall protect the County against any and all claims, which might arise as a result of the operation of the Vendor/Contractor in fulfilling the terms of this Contract during the life of the Contract. The minimum amounts of such insurance will be \$1,000,000.00. Should any work be subcontracted, these limits will also apply.

C. Required () Not Required **Worker's Compensation Insurance:**
per Missouri Revised Statutes Chapter 287

The Vendor/Contractor or his sub-contractor or contractors, shall maintain and keep in force of this Contract such worker's compensation insurance limits as required by the statues of the State of Missouri and Employer's Liability with limits no less than \$500,000.00.

L. PROPOSAL OPENINGS:

Proposals will be publicly opened and read aloud at the time indicated on page 1. The vendors and the public are invited but not required to attend the formal opening of the proposals. No decisions relating to the award of a contract or agreement will be made at the opening.

M. PROPOSAL TABULATIONS:

Proposal Tabulations will be available 5 to 7 business days following the proposal opening. Proposal submissions are open for public review at the time of the proposal opening. Proposal tabulations are posted on the County's web-site address, www.jeffcomo.org, under the services tab, Invitation for Bid/Request for Proposal link. **NO COPIES** of proposal tabulations are sent to vendors.

PROPOSAL FORM AND CONTRACT

A. **PROPOSAL REPRESENTATIONS:**

The vendor, by executing the proposal form certifies that:

1. The proposal complies with Request for Proposal, Form and Proposal Specifications.
2. The vendor is not debarred or suspended from participation in Federal Assistance programs.

B. **TAXES:**

No bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property taxes to Jefferson County. The prospective bidder may be required to provide proof in the form of an original paid tax receipt issued by the Jefferson County Collector or a verified affidavit stating that the applicant does not own any real or personal property in Jefferson County. Tax receipts for the past 3 years are required and may be obtained at <http://jeffersonmo.devnetwedg.com/> or a notarized affidavit stating that the applicant does not own any real or personal property in Jefferson County on company letterhead.

Section 135.040 of the Jefferson County Code of Ordinances (Ord. No. 10-0411) requires that no bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property, or that the bidder does not own any real or personal property in Jefferson County. All delinquent real or personal property taxes shall be paid, in-full, prior to the award of any bid, or proof shall be provided that the bidder does not own any real or personal property in Jefferson County prior to the award of any bid. Jefferson County considers that the failure to pay any and all real or personal property taxes due Jefferson County, Missouri, the failure to report all real or personal property owned, held or used in Jefferson County, the failure to provide proof thereof, and/or the failure to keep said tax bills current shall be deemed a material breach of the contract and will subject the contract to immediate cancellation. All taxes, due and owing, must be paid in full at the time the bid is awarded by Jefferson County and remain paid during the entire term of the contract unless the prospective bidder provides proof that the bidder does not own real or personal property in Jefferson County. This requirement shall not apply to the award of bids for projects which are funded in whole or in part by Federal funds.

C. **CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:**

1. The prices in the proposal shall be independently determined, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to price with any Vendor or other person.
2. Unless otherwise required by law, the prices shall not have been knowingly disclosed by the Vendor prior to opening; or
3. No attempt has been made or will be made by the vendor to induce any other person or firm to submit or not to submit a proposal.

D. **PRICE:**

The price(s) specified in this proposal shall be firm and not subject to contingency or reservation. The vendor represents prices specified in the proposal do not exceed current selling price for the same or substantially similar good or service, and are the same as or lower than other prices charged to the vendor's most favored customer. In the event the stated prices are determined to be higher than the prices for which Supplier has sold the items, or services, to others, this contract price shall be reduced accordingly. **Proposal prices are ALL INCLUSIVE: (Shipping, Handling, Delivery, and Assembly to locations specified by the County). Prices shall be firm for ALL County departments and locations for term of the agreement.**

E. **MISSOURI DOMESTIC PRODUCT PROCUREMENT ACT:**

Vendor represents that the goods provided comply with Sections 34.350 to 34.359, RSMo, known as the Domestic Product Procurement Act. The act encourages the purchase of products manufactured or produced in the United States, State of Missouri, and Jefferson County, Missouri. Vendor shall include proof of compliance with the Act with the proposal.

F. **NON-EXCLUSIVE AGREEMENT:**

The contractor shall understand and agree that the contract shall not be construed as an exclusive agreement and further agrees that the County may secure identical and/or similar services or products from other sources at anytime in conjunction with or in replacement of the contractor's services.

G. **DEFINITIONS:**

1. The term "County" means the Jefferson County, Missouri and its designated representatives.
2. The term "Vendor" means Supplier, Contractor, and Seller and includes designated representatives.
3. The term "RFP" means Request for Proposal.
4. The term "Agreement/Contract" means Binding Agreement, Contract, Request for Purchase, Order.

H. **INSPECTION, ACCEPTANCE AND APPROVALS:**

Goods shall at all times and places, including the period of manufacture, are subject to inspection and test by County. County will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by County notwithstanding payment, prior inspections or approvals. County may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to County without prior written approval and instructions

from County. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to County.

I. WARRANTY:

Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by County, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect. Such warranties, together with Supplier's service warranties and guarantees, if any, shall survive inspection, test, acceptance of, and payment for the items and shall run to County and its assigns. Except for latent defects, the County shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. County may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to County of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by County. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

J. PAYMENT:

County will pay Supplier for goods upon delivery to, submission of certified invoices and acceptance. The County will not be responsible for articles or services furnished without a purchase order. Price is tax-exempt.

K. CHANGE ORDER:

County may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, County, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

L. DELIVERIES:

Deliveries shall be made in strict accordance with any delivery schedule contained in the proposal specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause. Deliveries are to be made at locations specified by the County at time of Order.

M. RESPONSIBILITY FOR SUPPLIES:

Pursuant to Section 290.560 RSMo, Supplier/Contractor shall employ only Missouri laborers and laborers from nonrestrictive states except that other laborers may be used when Missouri laborers or laborers from nonrestrictive states are not available, or are incapable of performing the particular type of work involved, if so certified by the contractor and approved by the County. Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery at County's facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

N. SUBCONTRACTS:

Supplier shall not enter into any subcontract(s) in excess of \$25,000 or 20% of this contract price; whichever is less, for any goods without County's prior written approval.

O. CHOICE OF LAW:

This proposal and contract shall be governed and interpreted according to the laws of the State of Missouri. Venue for any court action shall be in Jefferson County, Missouri.

P. TERMINATION:

1. **General:** Performance of work may be terminated by the County in whole, or from time to time in part, whenever County shall determine that such termination is in the best interests of County. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3, or 4 of this paragraph, County shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to subparagraph 1 of this paragraph.
2. **Bankruptcy or Insolvency:** In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustee or a general assignment for the benefit of creditors of either party, County shall be entitled to terminate without further cost or liability.
3. **Section 135.040 of the Jefferson County Code of Ordinances (Ord. No. 10-0411) requires that no bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property, or that the bidder does not own any real or personal property in Jefferson County. All delinquent real or personal property taxes shall be paid, in-full, prior to the award of any bid, or**

proof shall be provided that the bidder does not own any real or personal property in Jefferson County prior to the award of any bid. Jefferson County considers that the failure to pay any and all real or personal property taxes due Jefferson County, Missouri, the failure to report all real or personal property owned, held or used in Jefferson County, the failure to provide proof thereof, and/or the failure to keep said tax bills current shall be deemed a material breach of the contract and will subject the contract to immediate cancellation. All taxes, due and owing, must be paid in full at the time the bid is awarded by Jefferson County and remain paid during the entire term of the contract unless the prospective bidder provides proof that the bidder does not own real or personal property in Jefferson County. This requirement shall not apply to the award of bids for projects which are funded in whole or in part by Federal funds.

4. Default: County may terminate the whole Contract or any part in either of the following circumstances:
- a. If supplier fails to deliver the items required by the contract within the time specified; or
 - b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from County specifying such failure. In the event of termination under subparagraph 1, County shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of County provided in subparagraph 1 shall be in addition to any other rights provided by law or the contract.
 - c. In the event of the Supplier's non-compliance with the provisions as set forth. This Contract may be cancelled, terminated or suspended in whole or in part and the supplier may be declared ineligible for further County contracts. The rights and remedies of the County provided in this paragraph shall not be exclusive but are in addition to any remedies provided in this Contract or as provided for by law.

Q. NOTICE AND SERVICE THEREOF:

Any notice from the County shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the proposal form.

R. CONTRACT TERM:

Performance shall be governed solely by the terms and conditions as set forth in the Request for Proposal, Proposal Specifications, Proposal Form and the Contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by the County for any goods furnished.

S. COMPLIANCE WITH APPLICABLE LAWS:

Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended.

T. ACTS OF GOD:

No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.

U. SELLER'S INVOICES:

Invoices shall contain the following information. Contract number (if any), Purchase Order Number, Item number, contract description of goods or services, sizes, quantities, unit prices and extended totals. Invoices for and inquiries regarding payment should be addressed to the County Accounts Payable Clerk.

V. APPROVAL:

It is agreed the acceptance of a proposal shall not be valid and binding upon the County until approved by the County Purchasing Agent, County Council and County Counselor.

W. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:

Indicate: [] Individual: [] Partnership: [] Corporation.

Incorporated in the State of _____.

X. LITIGATION:

This agreement shall be interpreted under the laws of the State of Missouri. Any disagreements, questions, controversies, litigation or other causes of action whatsoever arising from or under the terms of this agreement shall be resolved in the trial courts of 23rd Judicial Circuit Court of the State of Missouri-Hillsboro, Missouri.

Y. LANGUAGE: Bids and all related documents will only be accepted in the English Language.

THE INVITATION FOR BID / REQUEST FOR PROPOSAL NOTICES ARE POSTED ON THE JEFFERSON COUNTY, MISSOURI WEBSITE AT WWW.JEFFCOMO.ORG LOCATED UNDER THE SERVICES TAB, INVITATION FOR BID / REQUEST FOR PROPOSAL LINK.

SPECIFICATION
CONTACT

DAVE COURTWAY – ADMINISTRATIVE SERVICES 636-797-6487

AFFIDAVIT OF WORK AUTHORIZATION

(Continued)

CURRENT BUSINESS ENTITY STATUS

I certify that _____ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above.

Authorized Business Entity
Representative's Name
(Please Print)

Authorized Business Entity
Representative's Signature

Business Entity Name

Date

As a business entity, the grantee, sub grantee, contractor, or subcontractor must perform/provide the following. The grantee, sub grantee, contractor, or subcontractor shall check each to verify completion/submission:

- Enroll and participate in the E-Verify federal work authorization program (Website: <http://www.dhs.gov/e-verify>; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein;

AND

- Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include a page from the E-Verify Memorandum of Understanding (MOU) listing the grantee's, subgrantee's, contractor's, or subcontractor's name and the MOU signature page completed and signed, at minimum, by the grantee, subgrantee, contractor, or subcontractor and the Department of Homeland Security – Verification Division; (if the signature page of the MOU lists the grantee's, subgrantee's, contractor's, or subcontractor's name, then no additional pages of the MOU must be submitted).

SPECIFICATIONS

ALL REQUESTS SHALL BE IN SUBSTANTIALLY THE FOLLOWING FORMAT. ANY DEVIATIONS FROM THIS FORMAT MAY RESULT IN THE PROPOSAL NOT BEING CONSIDERED BY THE COUNTY.

The Format Shall be as follows:

Section 1	Introduction
Section 2	Minimum Requirements
Section 3	Background Information
Section 4	Scope of Contract
Section 5	Business Requirements
Section 6	Additional Submission Requirements
Section 7	Evaluation Criteria
Section 8	Pricing
Section 9	References

SECTION 1. INTRODUCTION

Jefferson County, Missouri, a First Class Chartered County of Missouri (the “County”) is seeking proposals from interested and qualified companies or professionals to provide Comprehensive Information Technology Support Services and related Regional Law Enforcement Services to Jefferson County, Missouri. The qualified Vendor would provide necessary technical services, which would enable the County to:

- Protect and secure County technology facilities
- Ensure the efficient operation of County data processing networks and related computer systems
- Enhance the quality of service for County departments and agencies
- Minimize the spending and maximize the ROI for investment in technology.

The ideal Vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful Vendor will be expected to organize Help Desk service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:30 A.M. to 5:00 P.M. Monday through Friday, with the Department of Sheriff on constant 24/7. The Vendor is expected to report on the status of technology issues and communicate effectively with County Departments.

This Request for Proposal (“RFP”) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with instructions provided where one successful candidate will be selected and invited to enter into a Contractual relationship with the County for the Services outlined in this RFP.

SECTION 2. MINIMUM REQUIREMENTS

All companies or professionals responding to this RFP must:

1. Have a minimum of seven (7) years experience in Contracting similar size, scope, and complexity of Comprehensive Information Technology Support Services, related Regional Law Enforcement Services, and have extensive experience working with local and municipal governments
2. Have sufficient, competent and skilled staff, with experience in performing the Services
3. Provide staff members that will be able to pass a mandatory criminal background check before they are allowed entry on-site

SECTION 3. BACKGROUND INFORMATION

The County currently maintains the services listed in this RFP through a Vendor. The Vendor provides a Client Service Manager (CSM) and staff on-site at the County government center. The CSM's duties include, but are not limited to the following: provides information services leadership, coordinates periodic review and planning meetings, directs the information technology staff assigned to the County and tracks service levels. The CSM will be appointed by Management of the selected Vendor but shall serve upon the approval and at the discretion of the County Executive and may be removed without cause by the County Executive. The Vendor's current Contract is due to expire on 12/31/2013.

Jefferson County Government has 17 physical sites being serviced to varying levels by the current Vendor: The County Courthouse, the County Justice Center, the County Jail Facility, the County Administration Facility, the County Annex Facility, the County Juvenile Detention Center, the County Maintenance Facility, the County Fleet Maintenance Facility, the Third Street Annex Building, limited offices in the Department of Family Services Building, three (3) County Highway Facilities, three (3) Zone offices for the Department of Sheriff, and the Economic Development Offices. County-wide, there are thirty-two (32) Microsoft Windows-based servers being utilized throughout the County's various departments and facilities. These servers use Windows server 2000, 2008, and have various memory and hard drive capacity and functioning. All of the servers are backed up to a hard drive backup device and tape system library. Other detailed information about the specifications is available for review, as necessary.

There are approximately four-hundred sixty-five (465) PC's and laptops, two-hundred twenty (220) printers and seventy-five (75) mobile computers in the County offices and departments to be covered under the service and support Agreement with the successful Vendor. This equipment is located throughout seventeen (17) different buildings and in Law Enforcement vehicles. Most of the buildings are within a half mile of each other. There are five (5) facilities located within three (3) miles of the County Courthouse and three (3) facilities approximately 20 miles, in opposite directions, from the County Courthouse. The address and location of these facilities are available upon request. Most of the PC's are manufactured by Dell and vary by age, specifications, software, and service pack versions. Windows XP Professional is the prevalent operating system. The County employs McAfee as its prevalent anti-virus software and uses various versions of Windows software.

There are five (5) different wireless secure hot spots in various buildings. There are three (3) secure wifi networks in the County Courthouse.

The Department of Sheriff has seventy-five (75) car computers. The computers utilize 3G Verizon air to access County law and justice records.

The County has two (2) SANS storage units. One unit is 15 terabyte and one unit is 35 terabyte.

The County owns and utilizes a dark fiber connection between five (5) of the County facilities. AT & T provides a MPLS network and point to point T1 connections to the remaining remote sites.

The County currently utilizes a Mitel phone system. Mitel TDM and VOIP systems connect 800 DIDS using 2.5 PRIs.

SECTION 4 SCOPE OF CONTRACT

4.1 General Scope. The County 's objective in issuing this Request for Proposal (RFP) is to select a single qualified Vendor to provide managed technology services and ongoing overall managed support services. The General Scope covers four (4) major categories. Those categories are GENERAL SERVICES, SYSTEMS ADMINISTRATION, HELP DESK AND NETWORK SUPPORT, AND PROJECT DEVELOPMENT, to accommodate departmental and agency computer system activities and user equipment performance. All services must be provided in accordance with applicable law.

The County expects the Vendor proposal to define, in detail, the approach to be utilized in meeting the mission of the RFP.

A. GENERAL SERVICES

Professional general services shall include, but are not limited to:

- Provide expertise and information services consulting in emerging technologies and direct the County's selection and use of comprehensive technologies
- Provide the County with leadership skills in budgeting, strategic planning and forecasting
- Responsible for maintaining mission critical systems, privacy, backup, and disaster recovery systems
- Perform data systems, telecommunications and enterprise technology needs assessments as warranted for the County
- Ensure compliance with local, state and federal regulations as these apply to technology usage
- Primary contact for day to day help desk and technology projects
- Proposal preparation and management of other Vendors where applicable
- Provide on-site staffing to assist with maintenance and support of County applications and administration of County networks
- Other duties as assigned by the County of Jefferson.

B. SYSTEMS ADMINISTRATION

Systems Administration is generally defined as higher-level network, server administration, and server maintenance tasks beyond those of Help Desk. Systems Administration involves working with core technologies that make up the County's critical, enterprise-wide systems. These systems must function properly to provide users with essential network services and connectivity. Administering these key components safely and effectively requires many years of platform-specific experience and high-level technical training beyond that held by typical Help Desk staff. Systems Administration services shall include, but are not limited to:

- Inspection and monitoring of systems logs for security, system, and application errors
- Monitor disk space usage and allocation throughout server network
- Data backup system configuration, maintenance, scheduling, and backup verification
- Power systems maintenance and monitoring that support the network infrastructure and server systems
- Install and configure software on network servers in compliance with established licensing Agreements
- Network infrastructure administration
- Antivirus management.

C. HELP DESK AND NETWORK SUPPORT

- Help Desk support is generally defined as, but not limited to, basic support of network workstation hardware, operating systems, user application software, shared files, and printing resources within the County environment. Help Desk and Network Support services shall include, but are not limited to, respond to telephone, in person, and e-mail support requests from end-users and management
- Provide daily administration of network services, file shares, and shared resources
- Maintain user accounts in Active Directory
- Set up new employee network and e-mail accounts in Active Directory
- Assist users with e-mail system problems
- Administer, maintain, and repair existing PC workstations and related hardware
- Troubleshoot, maintain and repair existing PC workstations and related hardware
- Install and configure software on PCs in compliance with established licensing Agreements.

D. PROJECT DEVELOPMENT

Project work refers to activities that fall outside normal course of daily help desk and network support, systems administration and maintenance activities. Project Development services include, but are not limited to:

- Creation of technical or training documentation
- Design, testing, evaluation, or implementation of new systems or applications
- Server builds, rebuilds, installations, upgrades, and migrations
- System, software, security, and procedural audits that are beyond the scope of normal daily/weekly/monthly auditing
- Major Local Area Network upgrades, expansions or enhancements
- Major Wide Area Network upgrades, expansions or enhancements

- Design, testing, evaluation, or implementation of new systems or applications.

4.2 Service to be provided by Selected Vendor. SELECTED VENDOR SHALL SUPPLY ALL SERVICES THAT ARE CURRENTLY PROVIDED BY CURRENT VENDOR. Services include, but are not limited to, data center management, disaster recovery, applications maintenance and development, network management, personal computer support, data communications management, technical assistance, information services strategic planning, information services consulting, proposal preparation, and help desk support. The list of services may be amended upon written Agreement of the parties at any time.

Services shall be available on the same schedule and at the same service level as currently provided by the current Vendor. The data center and associated services will be operational consistent with County requirements and will follow the same Holiday Schedule as consistently followed by the County.

4.3 Structure. Vendor shall assume data processing functions and personnel required to perform duties under the RFP.

4.4 Initial Term. The initial term of the Contract will be for five (5) years beginning January 1, 2014 and terminating December 31, 2018.

4.5 Renewal Options. The initial Contract may be renewed upon written Agreement of both parties for not less than renewal period of twenty-four (24) months, and no longer than five (5) years.

4.6 Funding Out/Non Appropriation. Notwithstanding anything else in the proposed Contract to the contrary, the obligation of the County under any Contract shall cease immediately and without penalty, need for written notice or further payment being required, aside from those for which funds have been previously appropriated, if the County Council does not for any reason appropriate funds for the Contract or any of its renewals. Provided, however, that in the event of such non-appropriation of funds, the County shall not thereafter Contract with any other entity for the provision of the services under said Contract, for such time as my remain during the term of the Contract or its renewals.

4.7 Quality assurance. All services provided by selected Vendor will be tracked by the selected Vendor, providing service level reporting quarterly to County and selected Vendor management. Service level tracking will include data center availability, network availability, report delivery, number of incidents and mean time to resolve, application system failures, and open issues.

4.8 Technical support. All information services problems or questions will be directed to the Help Desk provided by selected Vendor. All County information services clients will be given a help number to call for service related issues, questions, or operational problems.

4.9 Disaster recovery. Selected Vendor shall provide adequate disaster recovery planning and facilities. Any such disaster facilities shall be consistent with the services being provided to the County and shall be tested as thoroughly as is reasonable annually. Such test will require the cooperation of the County. All costs for these disaster facilities will be borne by selected Vendor, and the costs associated with testing will be the responsibility of each organization respectively. For purpose of the services to

be rendered under this Contract, any declaration of disaster will be jointly declared by selected Vendor and the County, with the County bearing the fees so associated.

4.10 Service level Agreements. Selected Vendor will construct service level Agreements with all major County information services clients in a time acceptable to the County. These service level Agreements will include hours of operation, type of services provided, time of services, quality of services, problem resolution procedures, and key contacts. These service level Agreements will be approved by County management and become the standard for ongoing service evaluation. Service level Agreements will be reviewed at least annually for changes in requirements.

4.11 Other than normal request. Requests by County for services under the Contract which are for other than normal operating activities, emergency maintenance, or annual plans approved by the County shall require a properly authorized service request. "Properly Authorized" shall mean the request was made by the Director of the Department seeking other than normal services.

4.12 Facilities and work space. At no cost to selected Vendor, County shall provide suitable office and work space for the Client Site Management Team and required computer and data center equipment to provide County services.

4.13 Third Party Agreements. Selected Vendor shall use its best efforts to enter into Agreements with all major County information services clients within a time acceptable to the County after execution of any Contract. Such Agreements may permit third parties to employ selected Vendor services to access data and records from County's departments, which make files and data available to the public.

4.14 Prices selected Vendor may charge to Third Parties. Subject to applicable law, selected Vendor may charge such rates for services to Third Party clients as in the opinion of selected Vendor is fair and reasonable. Provided, however, that County retains the right to approve any such rate, and no change in such rates may be made except on approval of County Council and subject to applicable law. Any requests of selected Vendor for rate approval shall be reviewed and responded to by County Executive or designate within thirty (30) days of submittal.

4.15 Method of payment for base fee and extended services. Quarterly fees and payments for base service by County will be due on the first (1st) day of each quarter for such quarter, with no offsets. Quarters are to be based on a January-December Fiscal Year. Fees and payments which exceed the base price, are payable upon receipt of invoice. Selected Vendor may, from time to time and with consent of appropriate County officials, Contract for services requested by County which are beyond the scope of the base Agreement, and pay for such services out of its own funds, with costs reimbursable to selected Vendor by County upon receipt.

4.16 Conflict of interest. Selected Vendor will represent and warrant in writing that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services to be provided under this RFP or any subsequent Contract. Selected Vendor further represents and warrants that in the performance of any Contract no persons

having any such interest shall be employed by selected Vendor. For breach or violation of this representation and warranty, County may, by written notice to selected Vendor, terminate the right of Vendor to proceed under any Contract.

4.17 No solicitation. Selected Vendor will represent and warrant that no Agreement or arrangement has been entered into or made with any person or agency to solicit or secure any Contract upon an Agreement or understanding for a gratuity, commission, percentage, brokerage fee or contingency fee in any form, to any person excepting bona fide employees of selected Vendor or bona fide established commercial or sales agencies. For breach or violations of this representation and warranty, County may, by written notice to selected Vendor, terminate the right of Vendor to proceed under any Contract or be entitled to (1) pursue the same remedies against Vendor as it could pursue in the event of a breach of Contract, and (2) as a penalty, in addition to any other damages to which it may be entitled by law, County may recover exemplary damages in an amount to be determined by the County Executive, which amount shall not be less than one (1) no more than five (5) times the amount selected Vendor paid or agreed to as such gratuity or contingency fee. The rights and remedies of County as provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies as provided in this RFP or as provided by law.

4.18 Non-discrimination. Selected Vendor, during any approved Contract term, will agree as follows:

a. Selected Vendor shall not discriminate against any employee or applicant for employment in terms or conditions of employment including, but not limited to: recruitment, selection, training, upgrading, promotion, demotion, transfer, layoff, or termination due to said person's race, religion, creed, color, sex, age, national origin, handicap or disability. Vendor shall follow all Federal, State and Local laws in implementing the terms of any Contract or Agreement with the County.

b. In the event of selected Vendor's non-compliance with the provisions of this section, Contract may be canceled, terminated or suspended in whole or in part and selected Vendor may be declared ineligible for further County Contracts. The rights and remedies of the County as provided in this paragraph shall not be exclusive and are in addition to any other remedies provided in this RFP, any subsequent Contract or provided by law.

4.19 Assignment. Selected Vendor shall not, without the prior written consent of County, assign transfer or otherwise dispose of any Contract, any claim hereunder, any interest herein, or any monies due or to become due hereunder.

4.20 Data not to be marketed. Data originating from County shall not be provided to any third parties without the written consent of the appropriate Jefferson County Official. Further, selected Vendor shall not market or otherwise advertise the availability or possibility of the availability of such data to the public generally, or other non-authorized persons or organizations, without the prior written consent of the appropriate Jefferson County Official.

4.21 Right to audit. County retains the right to audit the services provided by selected Vendor twice annually, at the County's discretion and expense, upon reasonable notice to selected Vendor. County may inspect and/or tour the Vendor operation at its discretion.

4.22 Vendor selection. The right to vendor selection for new technologies or new information services shall be reserved to County for any selection which at law is required to be made pursuant to the Procurement Policy of Jefferson County and other applicable ordinances or laws. For any selection of Vendors for information services, which is not controlled by said Procurement Policy, selected Vendor shall be the Vendor of choice, with the County having the right to the final decision.

4.23 Data to be secure. County data shall be kept secure by selected Vendor, with access to County data limited to those designated by County.

4.24 Vendor use of County assets. Selected Vendor shall have the right to use all existing or acquired County data processing assets for the term of any subsequent Contract, at no cost to Vendor. Any County assets in possession of selected Vendor, which require periodic maintenance, will be properly and adequately maintained by Vendor. Selected Vendor shall maintain accurate inventory records of County assets used by Vendor and will provide access to County for the purpose of conducting an audit of such records and to inspect such assets. At its discretion, selected Vendor may return to County any assets no longer required. Disposition of such returned assets shall be the responsibility of County, as well as any costs associated with removal or disposal.

4.25 Additional Insurance. Selected Vendor shall provide additional insurance coverage for the following items:

- a. insurance coverage for damages to County owned assets when such assets are in the possession of selected Vendor. In possession of selected Vendor shall mean that a piece of equipment or software has been moved inside of a selected Vendor facility. The amount of insurance coverage shall be adequate to cover the replacement costs of such assets
- b. selected Vendor shall obtain insurance sufficient to ensure continuity of services from a subordinated site, that is, to cover the cost of temporary equipment in the event a selected Vendor facility, for whatever reason, suffers significant property loss which renders the facility unfit for occupancy, or for any other reason which causes an interruption in services which cannot be restored promptly.

4.26 Limitations on liability for damages. Damages incurred by the County due to service outages, errors or omissions, technical problems, or other disruptions will be limited to actual loss of revenue unless caused by negligence or willful failure on the part of selected Vendor.

4.27 Additional considerations for termination. Termination for non-performance of functions imposed by reason of the need to comply with statutory obligations. Some services to be provided by Vendor under this RFP are of the utmost importance. For willful or negligent failure of selected Vendor to perform such services (except for failure due to acts of God), the County may cancel or terminate any Contract upon ninety (90) days written notice. Such services include, but are not limited to those data

processing functions such as election notices, tax-related notices, and all other functions which are specifically incumbent upon the County by Statute.

4.28 Independent Contractor. Selected Vendor is at all times hereunder acting and performing as an independent Contractor and not an agent for the County, and no act of commission or omission of any party hereto shall be construed to make or render any other party its or their principal, agent, joint venture or associate except as specifically indicated herein.

4.29 Costs incurred in responding to the RFP. County shall not be obligated to pay any firm or be liable for any cost incurred by a firm in responding to this RFP. All costs associated with the presentation of the proposal and any supplemental information shall be borne solely by the proposer, and shall not be passed on to the County under any circumstances.

SECTION 5. BUSINESS REQUIREMENTS

The below table lists all primary applications used by various Jefferson County departments/agencies. **Vendor proposals shall include a Yes or No response to each of the items contained in this section as to whether Vendor can support the item in the base Contract price.**

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
SOFTWARE				
Hosted Software				
IMDS (Muni Court System)	Current Vendor	Municipal Courts		
Payroll and associated processing	ADP	HR		
In House Developed				
Boards and Commissions	In house Developed	County Executive		
Liquor License	In House Developed	County Clerk		
AS 400 support applications:				
AS 400 Cost Accounting	In House Developed	Public Works		
AS 400 Record check receipt processing	In House Developed	Sheriff		
AS 400 Personal file for Sheriff	In House Developed	Sheriff		
AS 400 Insurance checks for Sheriff	In House Developed	Sheriff		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
Law Enforcement Systems	Current Vendor Training on all of the Law Enforcement Systems is provided			
Sheriff Booking System	Current Vendor	Sheriff		
Sheriff Arrest System	Current Vendor	Sheriff		
Sheriff Jail Management System	Current Vendor	Sheriff		
LeWEB Provides access to: Vehicle records (DOR) Traffic Analysis Gang records Summons Wanted/Missing Persons Field Interview Reports Highway Patrol access (MULES) – Felony Hot File Records National Crime Information Center access (NCIC)	Current Vendor	Sheriff		
Sheriff – Field Interview Reports (FIRS)	Current Vendor	Sheriff		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
Sheriff – Hit Confirmations	Current Vendor	Sheriff		
Sheriff – Regional Mug Shot system (IRIS)	Current Vendor	Sheriff		
Sheriff Law Enforcement traffic System (LETS)	Current Vendor	Sheriff		
Sheriff Mobile Traffic Ticketing Service (electronic capture and printing of tickets, summons in the cars -interfaces into the Muni Court system)	Current Vendor	Sheriff		
Sheriff- concealed Carry Registration Service (CWC)	Current Vendor	Sheriff		
Sheriff Care System	Current Vendor	Sheriff		
Sheriff Incident Reporting	Current Vendor	Sheriff		
Sheriff Case System for Sheriff	Current Vendor	Sheriff		
Medisoft Medical	Medisoft	Sheriff - jail		
Purchased Applications				
Animal Shelternet	Animal Shelternet	Animal Control		
Evidence Manager	Evidence Manager	Sheriff		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
Fidlar for Recorder of Deeds (converting old files)	Fidlar	Recorder Title companies		
FMS – Accounting system that includes:	Mitchell Humphrey			
FMS General Ledger	Mitchell Humphrey	All depts.		
FMS Fixed Assets	Mitchell Humphrey	Auditor		
FMS Purchase Orders	Mitchell Humphrey	All Depts		
FMS Accounts Payable	Mitchell Humphrey	County Clerk		
FMS Bank Deposits	Mitchell Humphrey	Treasurer		
FMS Permit processing	Mitchell Humphrey	Code		
FMS Cash Track	Mitchell Humphrey	Code		
FMS Contractor licensing	Mitchell Humphrey	Code		
Laserfiche	Laserfiche	All depts.		
MAPLOGIC Layout Manager (use with ESRI)	Maplogic	Planning		
Veripic still pictures	Veripic	Prosecuting Attorney Sheriff		
Veripic Audio/videofloating license	Veripic	Sheriff		
Current Vendor Developed Systems				
Data Bases for Public works	Current Vendor	Public Works		
Intranet development	Current Vendor	ALL		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
Internet development	Current Vendor	ALL		
IVR	Current Vendor	Code Enforcement		
Design and support the data base for the Memorial Wall of Honor				
Planning and zoning Deeds	Current Vendor	Planning		
Purchasing Inventory System	Current Vendor	Purchasing		
Utility Products:				
ADOBE Acrobat Standard	Adobe	Public Works, County Collector, County Clerk, County Exec		
Adobe Acrobat Professional	Adobe	Purchasing, Solid Waste, Public Works, County Exec Office, Sheriff, PA, EMA		
Adobe Page Maker	Adobe	Planning Prosecuting Attorney		
Adobe Photoshop	Adobe	Planning Sheriff		
AutoCad full	DLT Solutions	Public Works		
AUTO CAD LT	DLT Solutions	Public Works		
AVL Capture all	Av Capture all	Assembly Room		video recording county council minutes posting on web site
BACKUP EXEC	Veritas	IT		
CorelDRAW Graphics Suite	Corel	Public Works		
Disk Keeper Undelete Server Maint	Consusiv Technologies	IT		
DRAGON naturally Speaking	Nuance	Public Administration		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
DTN Weather Sentry	Telvnet	Public Works		1-800-655-8111
EPI Suite 4.0	Episuite	Sheriff, HR (ID Cards)		
ESRI products (technical only)	ESRI	Assessor , County Exec Code, Planning, Storm Water, Sheriff County Clerk		
ESRI Arc View (Basic)	ESRI	Public Works, Planning, EMA		
Esri ArcIMS Cust#253116	ESRI	Assessor		
Esri ArcPad	ESRI	Planning		
Esri ArcView with License Manager	ESRI	IT		
ESRI ARC Editor Concurrent	ESRI	PW, Assessor , Storm Water		
ESRI GIS SERVER	ESRI	IT		
ESRI SDE Data Base	ESRI	IT		
FTR Minutes	Buscomm	County Council, Planning		
GEO Express/lizardtech	Lizard Tech	Storm Water		
GPS-Photo Link Richo Edition	Ricoh	Public Works		
In-Design CS-3 Adobe	Adobe	Planning		
LOTUS NOTES MAIL SERVER	IBM	All departments		
LOTUS NOTES PASSPORT	IBM	All departments		
MCAFEE	McAfee	Antivirus Software - all departments		
Microsoft Digital Image Software Suite	Microsoft	Public Works Planning		
Microsoft Office Publisher	Microsoft	Purchasing Public Works		
Microsoft Project	Microsoft	Public Works		
Microsoft Office Professional	Microsoft	All Departments		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
Microsoft Windows XP	Microsoft	All Departments		
Microsoft Windows 7	Microsoft	All Departments		
Microsoft Windows 8	Microsoft	All Departments		
Microsoft Select Expression Web 1.0	Microsoft	Sheriff		
Microsoft Sequel Server	Microsoft	IT		
Microsoft Streets and Trips 2011	Microsoft	Public Works		
MUTC Traffic Control Multi user		Public Works		
NUANCE PDF Converter 7.2	Nuance	Public Works		
NETSOFT ELITE	Netsoft	Juvenile		
NETSOFT PORTFOLIO	Netsoft	Assessor EMA Planning		
OMNI PAGE	Nuance	Sheriff		
Paint Shop Pro	Corel	IVR server		
PC Anywhere	Symantec	Finance		
Power Schutte	Network Solutions	Public Works		
Professional Traffic Graphics	Professional Traffic Graphics	Assessor		
Quicken Deluxe 2000	Intuit	Collector		
REFLECTION	Attachmate	AS400 Access		
ROXIO Easy Media Suite	Roxio	All Departments		
RTA	Ron Turley associates	Fleet, Highway		
RUMBA	Net Manage	AS 400 Access		
Schedule Tech-Vacation Scheduler	Schedule Tech	Public Works		

	VENDOR	AGENCIES SUPPORTED	Y/N	COMMENTS
Spell catcher	Rainmaker	County Clerk		
Crystal Reports	Seagate	Auditor County Clerk Sheriff		
SmartDraw 2008	SmartDraw	Sheriff, IT		
Symantic Enterprise Ghost	Symantec	IT		
VISIO PROFESSIONAL	Microsoft	Assessor		
WORD PERFECT	Corel	Public Works		

	DESCRIPTION	Y/N	COMMENTS
Fax Finder			
Support email Lotus notes			
Develop of input forms for: Judges Juvenile			
Provide Training for: Microsoft office Lotus Notes Internet programming Intranet programming			
Network Support:			
Assist departments with implementation and support for Credit Card Processing	Includes SSL certificates for security		
Help Desk support and guaranteed response time	24 hours a day – 365 days per year The help desk must contact the on call person within 15 minutes of call.		
24 a day Technical support			

	DESCRIPTION	Y/N	COMMENTS
Must be able to monitor and support Communication Line to CURRENT VENDOR	1 X 30 meg		
Must be able to support the Wide area network MPLS environment, T1 lines, DSL lines	Includes HP/3COM switches and CISCO routers associated to the WAN		
Provide 24 hour a day Wide area network monitoring			
Must be able to manage and support the dark fiber across the Jefferson county campus.	Includes the equipment associated to the dark fiber.		
Must be able to support the LAN	Includes the HP/3COM Switches		
Must be able to track all hardware and software inventories as it is installed, moved, or deleted.			
Must be able to support all county equipment (Defined in next column) ALL PCs and servers are DELL Laptops are DELL and Toshiba Mobile laptops are Panasonic Back up software is Back up Exec	AS 400 – 2 PCs and laptops 456 15 Terabytes EMC SAN 35 Terabyte EMC San Disk back up and tape back up Client servers 31 Mobile Laptops 75 Spectra Tape Library System		
Hardware Maintenance through a third party	Included in the base Contract price No additional fees are to be charged		

	DESCRIPTION	Y/N	COMMENTS
Provide a Regional Communication link Mugshot System	Share data with St. Louis County and another 135 Law Enforcement Agencies (Includes sex offenders)		
Support Data Security and Firewall protection			
Data Center Management Includes: 1. Back up of existing Systems	5 Terabyte of data		
2. Network Management			
3. Information Services Consulting			
4. Proposal Preparation			
5. Server Management	1 AS 400 Server and 31servers		
Telephone Cell Phone Support			
Tablet Support			
Camera System Installation and Support for Jail			
Sound System Installation and Support for Muni Court and Assembly room			

	DESCRIPTION	Y/N	COMMENTS
Support for County wide camera and access door systems			
Must be capable of providing Wiring designs for new buildings and new areas			
Must be able to terminate data and phone cables			
Installation and support for Video Arraignment Systems (Polycom equipment)			
Access Door Support Form CTS			
Implementation and support for 700 telephone stations both TDM and VOIP MITEL telephone System			
Implementation and support for ESNA Voice Mail System –			
Purchasing of all County hardware and software	Includes research and verifying invoices are correct		
Provide support the Barracuda software to monitor email for SPAM and viruses			
Provide support for the Barracuda email archiving system			

	DESCRIPTION	Y/N	COMMENTS
	Internet is programmed and monitored to restrict access to specific Web sites		
	Installation and support of a virtualized environment: Supporting VM Ware EMC SANS DELL Appassture disk back up to third party		

	DESCRIPTION	Y/N	ADDITIONAL COMMENTS
Service Level Agreements			
On site support	Must be from 7:30 to 5:00 daily		
Incidents	All incidents that are reported to a help desk should be assigned to a person within 15 minutes		
	<p>Critical incidents A person will be working on the problem within 30 minutes of the call from the Help Desk</p> <p>Critical incidents should be resolved within 24 hours</p>		<p>Critical incidents are classified as everyone cannot work</p> <p>Another example is when some people cannot access the network, internet or one can access an application</p>
	<p>High priority incidents A person will be working on the problem within 30 minutes of being contacted by the Help Desk</p> <p>High Priority incidents should be resolved within 24 hours</p>		<p>High priority incidents are classified when someone is having a problem with their PC that prevents them from working</p>
	<p>Medium priority incidents A person will be working on the problem within 8 hours of being contacted by the Help Desk</p> <p>Medium priority incidents should be resolved within 24 hours</p>		<p>Medium priority incidents are classified when someone is having problems with their PC but they are still productive.</p> <p>Another example is that a printer is jamming but they can be rerouted their print to another printer</p>
	<p>Low priority incidents A person will be working on the problem within 20 hours of being contacted by the help desk</p> <p>Low priority incidents should be resolved within 40 hours</p>		<p>Low priority incidents are defined as someone is having a problem but there is a work around while waiting for a part or a new version of the software needs to be purchased.</p> <p>Another definition would be that a part needs to be replaced and one is on order.</p>

	DESCRIPTION	Y/N	ADDITIONAL COMMENTS
Communications	<p>Wide Area Network</p> <ul style="list-style-type: none"> a. Manage communication’s providers to insure a 99.9% uptime. b. Provide a quarterly report to Director of Administration of unplanned downtime c. Planned down time should be managed to 4 hours per quarter per line. d. Notification of planned downtime must be reported to all elected officials and department heads 24 hours before scheduled downtime. e. All scheduled down time will be done after 5:00 P.M. and preferably starting Friday night until Sunday midnight 		
	<p>Voice communications and voice mail</p> <ul style="list-style-type: none"> a. Manage communication’s providers to insure a 99.9% uptime. b. Provide a quarterly report to Director of Administration of unplanned downtime c. Planned down time should be managed to 4 hours per quarter per line. d. Notification of planned downtime must be reported to all elected officials and department heads 24 hours before scheduled downtime. e. All scheduled down time will be done after 5:00 P.M. and preferably starting Friday night until Sunday midnight 		

	DESCRIPTION	Y/N	COMMENTS
Network Availability	<ul style="list-style-type: none"> a. Manage the network availability to 99.9 % , 24 hours per day. b. Planned maintenance and downtime should be limited to 4 hours per quarter, 16 hours annually. c. Notification of planned downtime must be reported to all elected officials and department heads 24 hours before scheduled downtime. d. All scheduled down time will be done after 5:00 P.M. and preferably starting Friday night until Sunday midnight. 		
Administration			
IT Management	Mange the daily tasks and determine priorities based on current business needs		
Provide reports to management as requested			
Provide information services leadership.			
Coordinate quarterly review and planning meetings, as requested.			
Direct the Information Technology staff assigned to Jefferson County			
Act as the secretary for the Information Technology steering committee			
Disaster Recovery off-site storage of critical data			
Maintain the Disaster Recovery Plan			

	DESCRIPTION	Y/N	COMMENTS
Assist in developing an Information Technology Strategic Plan (5 year plan)	Must continue to do each year		
Provide technical support for the wall but also	Able to design professional marketing information		
Promote the wall through attending veterans meetings and fund raisers			
Evaluate new technologies and recommend implementation of those technologies that would benefit the county to increase performance or have a direct cost savings			
Manage Vendor performance on all applications			
Manage Vendor costs	Negotiate new Contracts and price structure Identify erroneous billing		
Manage Vendor Contracts			
Continually evaluate ways to reduce overall on-going costs			
Evaluate and recommend new business practices that benefit the County			

	DESCRIPTION	Y/N	COMMENTS
List the kind of Corporate office support available	System Analysts Mainframe programmers Client service programmers Web (internet) programmers Local area Network Specialists Wide area Network Specialists Data Base Administrators Senior Network Analysts Trainers Communications Specialists Security Administrators All of these people are from various backgrounds not just Law Enforcement and the Government Sector		
Evaluate and implement software to resolve business issues			
Provide Security Administration for almost all applications is handled by CURRENT VENDOR IT			
Mitchell Humphrey annual user group fees	Paid by Vendor for Vendor and Jefferson county to attend		
IT attends training specific to Jefferson County Systems and it is to be paid for by the company	Paid by Vendor for Vendor training on Jefferson County systems: Mitchell Humphrey RTA		
Capable of preparing and managing a million dollar budget			
CURRENT VENDOR CONTRACT DOES NOT INCLUDE			
Capital expenditures or financing charges incurred by the county			

	DESCRIPTION	Y/N	COMMENTS
Personal data terminals or Associated equipment and communication charges			
Purchase, lease or maintenance of software packages			
Cost for upgrades for software packages Services to third party agencies Implementation of software upgrades Is done by Current Vendor through the use of base hours			

SECTION 6. ADDITIONAL SUBMISSION REQUIREMENTS

In addition to the terms stated elsewhere in this RFP, the following information will be required from the proposer. **The County is looking for content, organized effort, and solution-oriented procedures.**

Terms of the Agreement shall be for an initial five (5) years beginning January 1, 2014 and terminating December 31, 2018. The initial Contract may be renewed upon written Agreement of both parties for not less than a renewal period of twenty-four (24) months, and no longer than five (5) years. Submit proposal form in triplicate (three copies) with specification pages, if applicable, and the following:

- The Vendor name and contact person, together with the address, telephone number, facsimile number and email address, of the office from which the proposal is generated.
- A short profile of the firm including at a minimum:
 - Organizational Structure
 - Length of time in business
 - Length of time Contracting similar scope of services
 - Location of management
 - Number of clients
 - Number of clients Contracted with similar scopes of services
 - Number of full-time employees
 - Evidence that the firm is authorized to do business in Missouri.
- A chronological listing of governmental engagements, specifically within the State of Missouri, for which the proposers firm has served over the past seven (7) years. This should include Regional Law Enforcement engagements.
- A statement as to the proposer's general approach and plans to accomplish the mission; meeting all requirements of this RFP.
- Proposal pricing section completely filled out and properly executed by company and authorized person submitting the proposal
- Copy of proposed Agreement between the County and Vendor
- Name, title, address, and telephone number of three (3) references for clients, to whom similar services have been provided
- List of staff to be assigned to the County of Jefferson, along with resumes
- A timetable for transition to the proposers firm
- Identify on an individual basis any other services to be offered related to the information Technology Contract
- Support services questions to be addressed:
 - Support availability (days of week and time)
 - Structure of charges for support
 - Steps for resolving problem escalation
 - Final authority regarding conflict
 - Response time and goal for resolving problems
- Identify any litigation or proceeding, during the past three (3) years, related to a dispute between the proposers firm and a customer regarding the delivery of professional services.
- Any additional information that will assist the County in evaluating the proposers firms qualifications. Voluminous examples are not necessary.

Responses to this RFP shall be completed as mentioned and stipulated. Elaborate qualifications and brochures are not desired. Clear, concise, and orderly information is important. All pages shall be numbered consecutively. The provider is expected to respond to all items requested in as much detail as necessary for the County to make a fair evaluation of the proposal.

SECTION 7. EVALUATION CRITERIA

The County will review the Vendors’ qualifications. Responses will be evaluated against the following evaluation criteria.

- 7.1 Past Performance
- 7.2 Mission Capability
 - (a.) Technical Approach & Methodology
 - (b.) Project Staffing
- 7.3 Pricing

The following order of importance of the evaluation criteria applies. Past Performance is considered more important than Mission Capability. Within the Mission Capability factor, the sub factors (Technical Approach and Staffing) are considered of equal importance. All non-cost factors, when combined, are considered significantly more important than cost or price. Cost/price is evaluated but not rated. Award will be made to the Vendor whose proposal conforms to the requirements specified in the RFP and which provides the best value to Jefferson County; price and other factors considered. This may result in an award to a higher rated, higher priced schedule Vendor where the decision is consistent with the evaluation factors.

7.1 Past Performance - Confidence Assessments will be used to evaluate Vendor’s ability to successfully perform based on previous and recent Contracts and work efforts. Recent Contracts are defined as those Contracts presently being performed or which have been performed during the past three (3) years from the date of issuance of this solicitation. The Contractor shall demonstrate satisfactory recent and relevant past performance on efforts of similar size, scope and complexity to the tasks outlined in this solicitation as they relate to the Mission Capability sub factors (as listed above) and the Cost factor (i.e., does recent/relevant performance demonstrate ability to stay on schedule and within Contract’s cost/price).

PERFORMANCE CONFIDENCE ASSESSMENT

Point Range	Rating	Description
30	High Confidence	Based on the proposer’s performance record, the County has a high expectation that the proposer will successfully meet the performance requirements as stated.
20	Satisfactory Confidence	Based on the proposer’s performance record, the County has little doubt that the proposer will successfully meet the performance requirements.
10	Limited Confidence	Based on the proposer’s performance record, the County has some doubt that the proposer will successfully meet the performance requirements.
0	Neutral/ Unknown Confidence****	No performance record is identifiable or the proposer’s performance record is so sparse that no confidence assessment rating can be reasonably assigned.
0	No Confidence	Based on the proposer’s performance record, the County has no expectation that the proposer will be able to successfully meet the performance requirements.

****Proposals without a record of relevant past performance or for whom information on past performance is not available or the Vendor’s performance record is so limited that no confidence assessment rating can be reasonable assigned will not be entitled to any point value.

PERFORMANCE RELEVENCY

Range	Relevancy	Definition
30	Very Relevant	Past/Present performance effort involved essentially the same magnitude of effort and complexities this solicitation requires.
20	Relevant	Past/Present performance effort involved much of the magnitude of effort and complexities this solicitation requires.
10	Somewhat Relevant	Past/Present performance effort involved some of the magnitude of effort and complexities this solicitation requires.
0	Not Relevant	Past/Present performance effort did not involve any of the magnitude of effort and complexities this solicitation requires.

****Under the Past Performance factor, the Performance Confidence Assessment represents the evaluation of a Vendor’s present or past work record to assess the County’s confidence in the Vendor’s probability of successfully performing as proposed. Jefferson County will evaluate the Vendor’s demonstrated record of Contract compliance in supplying products and services that meet user’s needs, including cost and schedule. The Past Performance Evaluation will be accomplished by reviewing aspects of a Vendor’s recent and relevant present and past performance, focusing on and targeting performance which is relevant to Mission Capability sub factors and the Cost factor. Higher relevancy will be assessed for Contracts that are most similar to the effort, or part of the effort, for which that Vendor is being proposed.

7.2 Mission Capability - Ratings/Risk Assessments are applied to Mission Capability sub factors. The following measures will be used to rate the sub factors under the mission capability factor:

a. Technical:

The Vendor submits a sound plan for accomplishing the Contract within the required period of performance. The plan shall adequately identify all major Contract activities in logical order and realistic milestone dates.

The Vendor submits a plan that identifies quality checks to ensure the final deliverables meet all Performance Work Statement requirements and includes proposed actions for correct of any defects.

b. Staffing:

Identifies key personnel by resume; provides mechanisms to retain or replace with personnel of similar capabilities and identifies reachback capabilities to access subject matter expertise.

Provides evidence of technical experience in providing the full array of technology support services

TABLE FOR SCORING MISSION CAPABILITIES

Point Range	Rating	Description
30	Exceptional	Exceeds specified minimum performance or capability requirements in a way beneficial to the County. A proposal must have one or more strengths and no deficiencies.
20	Acceptable	Meets specified minimum performance or capability requirements. A proposal must have no deficiencies but may have one or more strengths.
10	Marginal	There is doubt regarding whether an aspect of the proposal meets a specified minimum performance or capability requirements, but any such uncertainty is correctable.
0	Unacceptable	Fails to meet specified minimum performance or capability requirements. The proposal has one or more deficiencies and is not awardable.

RISK ASSESSMENT TABLE

Risk	Description
Low	Has little potential to cause disruption of schedule, increased cost or degradation of performance. Normal Contractor effort and normal government monitoring will likely be able to overcome any difficulties.
Moderate	Can potentially cause disruption of schedule, increased cost or degradation of performance. Special Contractor emphasis and close government monitoring will likely be able to overcome difficulties.
High	Likely to cause significant disruption of schedule, increased cost or degradation of performance. Extraordinary Contractor emphasis and rigorous government monitoring may be able to overcome difficulties.
Unacceptable	The existence of a significant weakness or combination of weaknesses that is very likely to cause unmitigated disruption of schedule, drastically increased cost or severely degraded performance. Proposals with an unacceptable rating are not awardable.

7.3 Cost/Price: Cost will be evaluated for reasonableness and completeness based on adequate price competition and/or comparison with Jefferson County cost estimate. Jefferson County reserves the right to conduct a price realism analysis to determine whether a Vendor’s proposed prices are realistic for the work to be performed, reflect a clear understanding of the requirements and are consistent with various elements of the technical approach

SECTION 8. PRICING

**PROPOSED PRICING SHEET
IT SERVICES AND LAW ENFORCEMENT SERVICES CONTRACT
COUNTY OF JEFFERSON**

COMPANY INFORMATION	
Name:	
Address:	
Contact Person:	
Phone Number:	
Email Address:	

BASE PRICING FOR IT CONTRACT RFP (Base Price to include 9,000 man hours)	
Year One:	
Year Two:	
Year Three:	
Year Four:	
Year Five:	
PRICE FOR PROJECT SERVICES	
Hourly Rate:	

Proposer's Firm Name

Signature

Title/Position

Date

SECTION 9. REFERENCES

Please include a minimum of 3 government references
(Preferably in Missouri)

		Years Contracted	Comments
Firm Name			
Address			
City, State, Zip			
Contact Name			
Telephone Number			
Email Address			

		Years Contracted	Comments
Firm Name			
Address			
City, State, Zip			
Contact Name			
Telephone Number			
Email Address			

		Years Contracted	Comments
Firm Name			
Address			
City, State, Zip			
Contact Name			
Telephone Number			
Email Address			

In Witness thereof, the parties hereto have executed this Agreement, in triplicate, as of this _____ day of _____ 2013:

Company Name

County of Jefferson, State of Missouri

Signature

Kenneth B. Waller County Executive

Print

Company Address: _____

Phone: _____

I hereby certify under section 50.660 RSMo there is either: (1) a balance of funds, otherwise unencumbered, to the credit of the appropriation to which the obligation contained herein is chargeable, and a cash balance otherwise unencumbered, in the treasury, to the credit of the funds from which payment is to be made, each sufficient to meet the obligation contained herein; or (2) bonds or taxes have been authorized by vote of the people and there is a sufficient unencumbered amount of the bonds yet to be sold or of the taxes levied and yet to be collected to meet the obligation in case there is not a sufficient unencumbered cash balance in the treasury.

County Auditor

APPROVED AS TO FORM

County Counselor