



REQUEST FOR PROPOSALS

MANAGED INFORMATION TECHNOLOGY SERVICES

Issuing Agency: Christian County Emergency Services (CCES)

Address: 110 W. Elm St., Room 50, Ozark, MO 65721

Website: www.cces911.org

Operations: 24/7/365 emergency communications and support

I. **Background**

Christian County Emergency Services (CCES) provides 24/7/365 public safety communications and support for Christian County, Missouri. CCES currently operates with a small internal IT capability supplemented by a managed service provider. Given the mission-critical nature of emergency operations, CCES seeks a comprehensive, security-forward Managed IT Services partner to ensure reliability, resilience, and continuous improvement across our technology environment.

II. **Scope of Services**

- Network infrastructure management (switches, routers, wireless, segmentation, VLANs)
- Server and systems administration (physical/virtual, patching, capacity, documentation)
- 24/7/365 monitoring and alerting for servers, endpoints, and network devices
- Cybersecurity program aligned with NIST CSF or equivalent (CIS Controls, ISO 27001)
- Email management and protection (spam/phishing filtering, encryption, archiving)
- Endpoint security (EDR/AV, disk encryption, USB controls)
- Identity and access management including MFA for remote/admin accounts
- Backup, disaster recovery, and business continuity with defined RTO/RPO and annual testing
- Cloud services management (Microsoft 365 tenant, Teams, SharePoint, OneDrive, licensing)
- Mobile Device Management (iOS/iPadOS for field/mobile devices) with compliance enforcement
- Help Desk and end-user support (Tiered, SLA-based, remote/on-site, knowledge base)
- Asset inventory and lifecycle tracking (automated discovery, EOL/EOS, warranties, reporting)
- Strategic planning: initial assessment with roadmap; quarterly business reviews



Christian County Emergency Services

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- Vendor and procurement support; project management for approved initiatives
- Documentation: network diagrams, SOPs, security policies, DR/BC playbooks

III. Mandatory Minimum Qualifications

- Licensed and authorized to conduct business in the State of Missouri
- Minimum five (5) consecutive years providing Managed IT Services as a primary business function
- Demonstrated experience supporting 24/7/365 public safety or similar mission-critical environments
- Evidence of adequate staffing and 24/7 Network Operations Center (NOC) or equivalent monitoring capability
- Professional ticketing system with SLA tracking; remote monitoring and management (RMM) tools
- Insurance coverage: General Liability (\$1M per occurrence / \$2M aggregate), Cyber/Tech E&O (\$2M per occurrence / \$2M aggregate), Workers' Compensation (statutory), Professional Liability (\$2M per occurrence / \$2M aggregate), Automobile Liability (\$1M CSL, if applicable)

IV. Proposal Submission Requirements

Proposals must be organized and address the items below. Provide clear, concise responses and include supporting documentation where requested.

A. Company Profile and Qualifications

- Legal business name and structure; years in business; locations; organizational chart
- Key certifications and partnerships (e.g., Microsoft, Cisco, security certs)
- Financial stability indicators

B. Relevant Experience

- References for at least three (3) organizations of similar size; government/public safety references preferred
- Describe support for 24/7 operations, field/mobile users, and specialized systems

C. Technical Approach

- Initial assessment methodology and 3–5 year technology roadmap
- Infrastructure management (servers, network, storage, virtualization)
- Cybersecurity alignment and controls; incident response procedures
- Help desk model, staffing, escalation path, response time commitments
- Backup/DR/BC plans with proposed RTO/RPO and testing cadence
- Cloud services (Microsoft 365) and MDM approach



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- Asset management and reporting deliverables
- Project management methodology

D. Service Levels and Reporting

- Guaranteed response times: Critical 15 minutes; High 1 hour; Standard 1 business day
- Target uptime commitment ($\geq 99.5\%$ excluding scheduled maintenance)
- Monthly executive summary; quarterly business reviews with metrics and roadmap updates

E. Cost Proposal

- All-inclusive monthly managed services fee with clear inclusions/exclusions
- One-time implementation/onboarding costs
- Rate card for project work, after-hours, training, and on-site support
- Recommended infrastructure improvements with estimated costs and priorities
- Procurement model (markup/pass-through) and any discounts

F. Forms and Compliance

- Certificates of Insurance; Missouri business license; W-9
- Non-collusion affidavit; conflict of interest disclosure; debarment certification
- E-Verify and sexual harassment policy statements

V. Evaluation Criteria

- Relevant experience with public safety and 24/7 operations
- Technical capabilities and cybersecurity alignment
- Service delivery model and guaranteed response times
- Analytics/reporting and asset lifecycle management
- Backup/DR/BC and redundancy plan
- Cost and value
- Company qualifications and certifications

VI. RFP Terms and Conditions

- CCES reserves the right to reject any or all proposals, waive minor irregularities, and cancel or reissue this RFP.
- Proposal preparation costs are the responsibility of the proposer.
- Proposals may become public records subject to the Missouri Sunshine Law; mark specific pages as CONFIDENTIAL if applicable.
- Compliance with all applicable federal, state, and local laws is required.
- Subcontractors must be identified; prime contractor remains responsible.



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- Governing law: State of Missouri; venue: Christian County, Missouri courts.
- Selected vendor is an independent contractor.

VII. Contract Terms

- Contract Type: Fixed-price monthly managed services
- Initial Term: One (1) year; Renewal Options: Up to two (2) additional one-year periods at CCES's discretion
- Payment Terms: Invoiced monthly; Net 30 days
- Termination: For convenience with 60 days' notice; for cause with 30-day cure; immediate for catastrophic breach; transition assistance required
- Performance Standards: Service credits for SLA failures; persistent issues may trigger improvement plan or termination
- Data Ownership and Security: CCES owns all data; encryption at rest and in transit; MFA; audit logs; 24-hour breach notification; background checks as required
- Indemnification and limitation of liability customary for managed services (details to be finalized during negotiation)

VIII. Key Dates and Timeline

- RFP Issued: 01/30/2026
- Question Period: until 02/24/2026 (submit via email to the contact below)
- Proposal Deadline: 02/27/2026 at 5:00 pm
- Evaluation and Selection: By End of business 03/06/2026
- Contract Execution: Q2 2026
- Implementation Start: Q2 2026



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IX. Submission Instructions and Point of Contact

Submission Method: Submit sealed proposals (three printed copies) OR electronic proposals (PDF). Late proposals will not be accepted.

Labeling: “Bid for IT Managed Services – CCES”

Delivery Address: IT Manager, Wes Taylor, Christian County Emergency Services, 110 W. Elm St., Room 50, Ozark, MO 65721

Electronic Submission (if permitted): Email PDF to 911admin@cces911.org with subject line “CCES IT MSP Proposal – [Company Name]”

Point of Contact: I.T. Manager, Wes Taylor, Email: wtaylor@cces911.org, Phone: (417) 582-1026

X. Required Forms to be included in RFP

- Appendix A: Minimum Qualifications Checklist
- Appendix B: Non-Collusion Affidavit
- Appendix C: Conflict of Interest Disclosure
- Appendix D: Debarment Certification
- Certificates of Insurance; Missouri Business License; W-9; E-Verify; Sexual Harassment Policy