

**Niangua R-5 School District  
301 Rumsey St  
Niangua, MO 65713  
417-473-6101 / Fax 417-473-1056**

**Request for Qualifications  
IT Support Services  
July 2021**

**Project Overview**

It is the intent of the Niangua R-5 School District to receive statements of qualifications from managed service providers (MSP) of Information Technology (IT). Services needed are primarily relating to systems operations, network infrastructure, and end user support in supporting the cities information technology needs. The desired service contract will be 3 (three) or less years in length and be priced by services contracted to calculate a flat monthly rate for the term of the contract. The school will select and negotiate with those MSPs whose submittals are responsive to this RFQ and are in the best interest of the school district. Any documents submitted in response to this RFQ must provide enough detail and information to allow for complete evaluation of merit. The instructions contained herein should be followed for responses to be considered responsive to this RFQ. The School District reserves the right to cancel this solicitation at any time. Please note that any agreement made with the School District is subject to the MSP providing insurance of a satisfactory level for the service.

**RFQ Process**

All statements of qualifications must be received in the Superintendent's office by 12:00 P.M. on August 13, 2021. At that time, all responses duly received will be opened. When responses are opened, the names of the MSP's responding to the RFQ shall be a matter of public record. All criteria for evaluation are set forth in the RFQ. Only these criteria will be used by the School District to determine, in its judgment, the most qualified firm. The School District reserves the right to reject any or all responses with or without cause. There is no expressed or implied obligation for the Niangua R-5 School District to reimburse responding MSPs for any expenses incurred in preparing responses to this request.

**Submission**

One (1) original and four (4) copies for a total of five (5) responses must be submitted. The envelope or package containing the responses must be plainly labeled:

**Niangua R-5 School District  
Superintendent  
301 Rumsey St  
Niangua MO 65713  
Attn: Josh Hume  
RFQ - Information Technology (IT) Support Services**

It is the sole responsibility of the MSP to see that submittals are received in a timely manner. The MSP shall bear any and all risks for any delays associated with their selected method of delivery or that are misdirected due to improper identification.

### **Proposal Deadline**

The receipt deadline shall be scrupulously observed. Late submittals shall be date stamped, remain unopened and notice provided to the MSPs that: "The submitted proposal was received after the delivery time designated for the receipt of responses and therefore considered non-responsive."

All submittals shall be prepared and submitted in accordance with the provisions of this RFQ. However, the School District reserves the right to waive any informalities, irregularities, or variances, whether technical or substantial in nature, or to reject any and all responses at its sole discretion. Any submittal may be modified or withdrawn prior to the indicated time for receipt of the responses or authorized postponement thereof. Any submittal not so withdrawn shall constitute an irrevocable offer, for a period of thirty (30) days, to provide to the School District the services set forth in this RFQ.

### **Clarification and Addenda**

Each MSP shall examine all RFQ documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information pertaining to the RFQ shall be made in writing through the Niangua R-5 School District, Superintendent Mr. Josh Hume. The School District shall not be responsible for oral interpretation given by any School District employee, representative, or others. The issuance of a written addendum is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to the RFQ, the School District will attempt to notify all prospective MSP's who have secured the same. However, it shall be the responsibility of the MSP, prior to submitting their proposal, to contact the Niangua R-5 School District's Superintendent 417-473-6101 to determine if an addendum were issued and to make such addenda a part of the competitive proposal. The School District reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

### **Preparation Expenses**

Each MSP preparing a response to the RFQ shall bear all expenses associated with its preparation and any subsequent and related expenses, and no claims for reimbursement shall be submitted to the School District for the expense of preparation or presentation.

### **Legal Name**

Responses shall clearly indicate the legal name, address, and telephone number of the MSP and shall indicate whether the MSP is a corporation, general partnership, individual or other business entity. Statements of Qualifications shall be signed above the typed or printed name and the title of the signer. The signer shall have the authority to bind the MSP to the submitted competitive proposal.

### **Openness of Procurement Process**

Written responses, other discussions, correspondence, and all other pertinent records shall be handled as public records in compliance with State and Federal open records statutes and regulations. All documents relating to this RFQ, subsequent submittals and meetings with the School District Council are subject to statutory requirements of the Missouri Sunshine Law.

## **Errors and Omissions**

Once a response is submitted, the School District may consider requests by any MSP to collect errors or omissions but shall retain sole discretionary authority to determine the outcome of such a request.

## **Retention and Disposal of Statements of Qualifications**

The School District reserves the right to retain all submitted statements for public record keeping purposes. No copies of any material will be returned to the MSP. The School District reserves the right, and the School District has absolute and sole discretion, to cancel this solicitation at any time prior to the execution of a formal contract.

## **Collusion**

By offering a response to this RFQ, the MSP certifies they have not divulged to or discussed or compared its submittal with any competitors and have not colluded with any other MSP or parties to this process whatsoever. The MSP also certifies, and in the case of a joint venture each party thereto certifies as to its own organization, that in connection with their submittal:

1. No attempt has been made or will be made by the MSP to induce any other person or MSP to submit or not to submit a Statement of Qualification for the purpose of restricting competition.
2. All persons interested in this project, principal, or principals being named therein and no other person have an interest in this project or in the Agreement to be entered into.
3. No person or agency has been employed or retained to solicit or secure this Agreement upon an agreement or understating for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or established commercial agencies maintained by the MSP for the purpose of doing business.

## **Schedules**

The schedule for submittal of statements of qualifications is as follows:

- Request for Qualifications issued: July 20, 2021
- Deadline to Receive Responses: August 13, 2021 12:00 PM

The tentative schedule for the evaluation of proposals, award, and any resulting contractual services is as follows:

- Anticipated Award and Contract Execution by School District Council: August 13, 2021

The schedule for evaluation, selection and award may be changed solely at the School District's discretion. Conferences for prospective MSPs will be scheduled upon request, and as time allows, providing for interviews with key School District staff. These sessions can provide an opportunity for the School District to respond to questions about the requested work. Conferences are not mandatory but are highly recommended. Due to the desire to complete the selection process without undue delay, only substantive issues which may be discovered in individual conferences will be formalized and distributed in an RFQ Addendum. Substantive issues should be generally limited to correcting errors or omissions in the RFQ, alterations or modification to the scope of services or the proposed contract for services; however, the School District retains sole discretion to determine the content or need for a formal Addendum.

## **Contract for Services**

The successful vendor will be required to fully execute and comply with all provisions of a PROFESSIONAL CONSULTING SERVICES CONTRACT as prepared by the School District. MSP's will be advised to thoroughly review the terms of the contract prior to entering into an agreement with the School District. As noted in the Instructions for Preparation of Qualifications, responses must contain an acknowledgement and acceptance of the terms and conditions in the PROFESSIONAL CONSULTING SERVICES CONTRACT.

## **Instructions for Preparation of a Statement of Qualifications**

### **General**

All MSP's responding to this RFQ shall provide enough information and data to allow for complete evaluation of qualifications. Information and data submitted by each MSP with the proposal shall be incorporated into the contract documents by reference.

### **Required Information**

MSP, and/or any sub-MSPs, must present satisfactory evidence to the School District indicating their ability to meet the scope of work within a prompt timeframe. In addition, to ensure consistency, responses should generally conform to the following format:

Cover Letter

Table of Contents

Sections:

1. Introduction and Execution
2. Qualifications
3. Qualifications of Staff
4. References
5. Technical Approach
6. Timetable

### **Section 1 - Introduction and Executed Signature Page**

This section must contain an overview of the MSP and any proposed sub-MSPs. The introduction shall clearly indicate the legal name, address, telephone number, and local contact information (if available) of the MSP. The introduction will include a statement to the effect that:

*The submission of this Statement of Qualifications indicates acceptance by the MSP of the stipulations contained in the Request for Qualifications.*

The statement must be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the MSP to the submitted response.

### **Section 2 – Qualifications**

Provide recent experience demonstrating current capability, familiarity and expertise in providing Information Technology Support Services as they relate to municipal or local government operations. Specific experience with projects or contracts matching those described within the Scope of Services will be most valuable.

### **Section 3 - Qualifications of Staff**

Provide an organizational chart and summary of staff qualifications. State the number and nature of the staff employed with the firm and the office in which the bulk of the work engagements will be performed. Provide resumes for the project staff likely to be utilized in performing the Scope of Services. The submittal shall include notice of any investigations or disciplinary action taken or pending by national or state regulatory bodies against the firm or individuals employed by the firm.

### **Section 4 - Familiarity/History within the Region**

Provide a list of all relevant engagements the firm completed for local government entities within the last five (5) years. Illustrate how previous experience may be of benefit in the execution of the present Scope of Services.

### **Section 5 – References**

Provide at least three references for which the firm has performed services within the past two (2) years that are like the requirements in the Scope of Services. At least (1) of the references should be from government entities for work performed that is like that specified in this RFQ. Provide the reference contact name, address, e-mail address, telephone numbers and a summary and date of the services provided.

### **Section 6 - Technical Approach**

Provide a general description of the firm's approach to provide the Scope of Services. Include an explanation of the firm's quality control and quality assurance measures. Describe the firm's technological capabilities and the ability to comply with deadlines and timelines identified in the Scope of Services.

### **Scope of Services**

#### *Support Needs & Structure*

The intended structure of the Information Systems Department for the Niangua R-5 School District includes information technology support services that work directly with the IS Director to support and capture the needs of the School District on a regular basis. This will be accomplished by scheduled weekly communication (or as mutually agreed) to discuss and assess current projects and issues. These discussions will result in determination of task prioritizing and scheduled address of identified items.

Support services should include information technology system tools that will be extended to the IS Director for use. These tools include ticketing system access, remote management software, and client monitoring tools. *System Operations & Network Infrastructure* Desired support service contract WILL INCLUDE the following support items for system operations and network infrastructure:

### **Service Performance**

#### *Performance Measurement*

For the purpose of regular service performance evaluation, target resolution times (TRT) will be used as the primary measure. This could be accomplished with the categorization of ticket by severity, giving each severity category shall include a target resolution time. Table 1 shows example target resolution times that are expected for suggested categorization of tickets. Final TRT's and categorization method will be discussed with the selected MSP.

Priority	Category	Target Resolution Time
1	Critical	2 hours
2	High	4 hours
3	Medium	12 hours
4	Low	48 hours
5	Planning	Planned

Table 1. Example Categorization and Target Resolution Times

### *Performance Evaluation*

Quarterly service level reviews will be conducted by the School District evaluating resolution times. 95% of all tickets should meet target resolution times. The School District will have recourse action if this target is breached. Internal monthly review of ticket resolution times per category regarding target resolution times will be used to provide a quantified evaluation of performance.

### **Service Requirements**

As part of this RFQ, [NIANGUA R-5 SCHOOL DISTRICT] has requirements for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond regardless.

- **Help Desk Support** - The MSP should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of [NIANGUA R-5 SCHOOL DISTRICT]’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Patch Management Services & Preventative Maintenance** – The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure [NIANGUA R-5 SCHOOL DISTRICT]’s IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support [NIANGUA R-5 SCHOOL DISTRICT]’s ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
- **Remote Backup** – The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
- **Email System Management** – Niangua R-5 School District requires the management and administration of Niangua R-5 School District’s email system for all users.
- **Antivirus, AntiSpam & Antispyware Protection** – Niangua R-5 School District is looking for solutions to defend against security threats including phishing, malware, spam, viruses and ransomware.
- **On-Site Support** – When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
- **Networking Support** - Niangua R-5 School District requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by Niangua R-5 School District.

- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of Niangua R-5 School District’s technical security systems, including firewalls, intrusion prevention, ransomware prevention, secure remote access, and any implementations of advanced security solutions Niangua R-5 School District may utilize.
- **Vendor Management** – The MSP should be able to manage other vendors which may be contracted for by Niangua R-5 School District and serve as the key point of contact unless escalated.
- **Warranty and Asset Inventory Management** – Niangua R-5 School District expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify Niangua R-5 School District of any potential service or warranty issues. The MSP must also assist with managing the lifecycle of Niangua R-5 School District’s devices and maintain an equipment inventory to ensure our systems are always current.
- **Software Licensing Control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Procurement Management** – The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **PC Deployment** – Delivery and setup of machines on-site.
- **Desktop and Laptop Support** - MSPs must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
- **Printers, Copiers and Scanners** -The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
- **Desktop Software Standardization and Software Licensing and Upgrades** – MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
- **Lifecycle Management of Hardware Units** – The MSP should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
- **Break Fixes and Installation** – The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
- **Add, Change (MAC)** – Niangua R-5 School District is looking for the MSP to help with any changes to the configuration of existing equipment or software, and installation of additional equipment or software as needed.
- **Reporting** – The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Account Management** – The MSP must offer an internal escalation process in tandem with [NIANGUA R-5 SCHOOL DISTRICT] to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
- **Project Management** – The MSP should be able to offer project management and technical engineering resources to assist with technical projects as identified by the MSP or Niangua R-5 School District.

- **Service Levels** – The MSP should identify service level agreements or objectives and report back on a regular basis to Niangua R-5 School District on their ability to meet these agreements or objectives.
- **IT Policy Review and Development** – The MSP should be able to assist in the development of customized policies related to the use of technology.
- **Hosting** - The MSP should offer services relative to hosting or co-location of equipment, either directly or through partners.
- **Onboarding and Offboarding Staff** - The MSP must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
- **Scalability** – The MSP must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training to teach [NIANGUA R-5 SCHOOL DISTRICT's] staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.

### **Existing Technical Environment Overview**

Below is a general overview of systems that must be managed at the Niangua R-5 School District. Please provide quote to cover all items listed below:

#### Managed Services

- Windows Server - Qty 1
- Tablets (Chrome Books/IPads/Kindles) - 472
- Windows Workstations/Laptops - Qty 83
- Networks Devices - Qty 19
- Smartboards / Projectors - 29

#### Backup

- On-Premise Plus cloud Solution 2TB

\*Please provide information on any services NOT included in your MSP monthly services agreement.

### **Proposal Evaluation and Selection**

All responses shall be evaluated with respect to the completeness of the information provided, support for all claims made, and the overall approach taken. The following criteria shall be utilized in the technical evaluation of the MSP's proposal, in order of no importance:

1. MSP Qualifications
2. Experience with similar support services involving local government and/or other governmental agencies.
3. Key Staff, Project Understanding and Approach
4. Ability to respond in an appropriate time frame to individual and departmental requests for services.
5. Thoroughness of material submitted, including the proposed work plan and the quality, amount and type of service provided.
6. Reports from references

## Rejection of Responses

The School District may reject responses if:

1. The MSP misstates or conceals any material fact in the proposal.
2. The rejection of all responses is deemed to be in the best interest of the School District.

## Score Sheet:

Quality

- |               |       |
|---------------|-------|
| 1. References | 0- 35 |
|---------------|-------|

Availability

- |                                       |       |
|---------------------------------------|-------|
| 2. Available for assistance time span | 0- 30 |
|---------------------------------------|-------|

Provide all services required.

- |  |       |
|--|-------|
| 3. Cloud and firewall services provided. | 0- 35 |
|--|-------|