

# **Request for Bid Managed IT Services**

10-22-2024

Cass County Nebraska  
346 Main Street  
Plattsmouth, NE 68048

## Description of Project

Cass County of Nebraska is seeking bids for a Managed Information Technology Service provider.

Successful vendor will provide entities with managed IT services per "Service Requirements" listed below

Proposals must be submitted in the format of one (1) print copy (no electronic bids accepted).

Proposals must be received by Cass County no later than 4:00 p.m. (Local Time), November 15, 2024.  
Submission of Bid should be addressed to the following Contact:

Cass County

Attn: County Clerk

346 Main Street Room 202

Plattsmouth, Nebraska 68048

Subject: "IT Managed Services"

For Questions Email:

[itsupport@casscountyne.gov](mailto:itsupport@casscountyne.gov)

Sealed Proposals will be publicly opened in the presence of the Cass County Board of Commissioners at their regular meeting scheduled on November 19, 2024 at 8:15am or as soon thereafter as may be heard

## **Terminations.**

The vendor must provide provisions for termination for cause which includes but is not limited to consolidation, merged and dissolved contracting entities. Termination for cause must be detailed in this agreement.

## **Pricing and Payment Structure**

Contracts will be awarded only after receiving a funding commitment and decision letter from SLD or agreed upon by the county. This RFP will automatically become part of any contract awarded to a vendor.

## **Discrepancies and Omissions**

Vendors finding discrepancies or omissions in the RFP or having any doubts as to the meaning or intent of any part thereof shall submit such questions or concerns to [itsupport@casscountyne.gov](mailto:itsupport@casscountyne.gov). Addenda issued in correspondence to this RFP shall be considered a part of this RFP and shall become part of any final Contract that may be derived from this RFP. This RFP and its addenda will be part of any possible future contract with successful vendor(s).

## **Contingencies**

This RFP should not be considered as a Contract to purchase goods or services, but is a Request for Proposal in accordance with the Terms and Conditions herein and will not necessarily give rise to a contract. However, RFP responses should be as detailed and complete as possible to facilitate the formation of a contract based on the RFP response(s) that are pursued should Cass County decide to do so. Proposals stating that pricing is valid dependent upon availability and/or subject to prior sale will be considered as non-responsive. Completion of this RFP form and any associated Appendices are a requirement. Failure to do so will disqualify your RFP response submittal. Vendors must submit sealed RFP responses by the due date and time as specified herein. Vendors will be considered non-responsive if the above requirements are not submitted as requested. Cass County has the right to reject all submitted proposals and resubmit for new proposals through a revised RFP.

## **Vendor Questions and Clarifications**

Questions should be addressed, no later than EOB on 11-8-2024 to:

Cass County IT Department | Ph: 402.296.9307 | Email: [itsupport@casscountyne.gov](mailto:itsupport@casscountyne.gov)

Questions and Answers will be posted on the county website ([www.casscountyne.gov/county-projects](http://www.casscountyne.gov/county-projects)).

## Environment Overview

The information below outlines the general demographics of Cass County Nebraska and our current technical environment.

**Office Location:** 346 Main Street Plattsmouth, NE 68048

**Number of Employees:** 200+ full - and various part-time employees

### Current Technical Environment:

- **Core Hardware**
  - 19 Physical Servers – 17 Windows Server 2019, 2 Linux based OS
  - 8 Virtual Servers in VMWare environment – Windows Server 2019 OS
  - 31 Switches (Aruba, NetGear, HP, Cisco)
  - 1 redundant Firewall on-prem / Firewall cloud provided service
  - 9 Router / Gateway sites
  - 5 UPS's
- **Software Systems**
  - MS-Office365 / Exchange-Cloud
  - MIPS Accounting / Data Repository
  - Vesta-EaSE
  - Citrix – VetraSpec, ES&S, State of NE AS400
  - OSL Payroll Solution
  - Justice Data Solutions
  - iCrimeFighter
  - Simplifile
  - Viceroy (State of NE-DMV)
  - Various 'specialty' applications
- **Connectivity**
  - Windstream SD-WAN, Spectrum, Verizon, AT&T, Nextivity routing equipment
- **Remote Access / VPN**
  - ProxyPro remote software application
  - SonicWall NetExtender SSL-VPN
- **Applications**
  - Office 365 suite on desktops
  - Adobe
  - FoxIT
  - Various departmental applications-web portals
- **Backups, Antivirus, and Remote Support Software**
  - Daily Backups
  - ProxyPro-Admin
  - TrendMicro A/V
- **Workstations and other Devices**
  - 250 Lenovo desktops
  - 50+ Lenovo, Getac, Fujitsu, iPad, Android department laptops / tablets
  - Avaya VoIP phone system

## Service Requirements

As part of this RFP, Cass County Nebraska 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 to respond.

- **Help Desk Support** – The MSP should offer superior 24x7x365 Help Desk support services with industry best practice processes and procedures that utilizes a remote ticketing system, and provides access to onsite staff. Clearly specify whether providing level 1, 2 or 3 support services and what the structure looks like to work with the onsite resource, including support hours and any limitations on support calls or tickets.
- **Server & Network System Monitoring** – The MSP must provide 24x7 monitoring of Cass County Nebraska’s server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Security Systems Monitoring** – MSP must provide proactive monitoring and management of Cass County Nebraska’s security systems, including firewalls, intrusion prevention, secure remote access, and any advanced security solutions MSP utilizes or suggests.
- **Antivirus, Antispam, Antimalware, Advanced Endpoint Protection** – Cass County Nebraska is looking for advanced solutions to defend against security threats including phishing, malware, spam, viruses, and ransomware.
- **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 Cass County Nebraska’s IT systems and resources are properly managed and maintained.
- **Business Continuity and Disaster Recovery** – The MSP must be able to support Cass County Nebraska’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, specified endpoints, and Office 365 including a regularly-tested recovery process, that includes onsite and remote backups with the ability to virtualize systems for disaster recovery.
- **Email System Management** – Cass County Nebraska requires the administration and configuration of Cass County Nebraska’s Office 365 email system for all users.
- **Onsite 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, having a regular scheduled in-house visit which might be needed for regular maintenance and support.
- **Networking Support** – Cass County Nebraska requires proactive management and monitoring of our switches, firewalls, routers, phone, Wi-Fi systems, and other networking equipment.
- **Multi-Factor Authentication (MFA)** – The MSP must be able to provide and manage a Multi Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login, and to protect logins with multi-factor authentication.
- **End-User Security Awareness Training** – The MSP should offer Security Awareness Training and Phishing Simulation to teach Cass County Nebraska’s staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.

- **Vulnerability Testing** – The MSP should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of Cass County Nebraska’s business network.
- **Managed SOC-as-a-Service** – The MSP should offer a Security Operations Center, Managed SOC-as-a-Service, to monitor Cass County Nebraska’s environment and ensure proactive detection and response to threats, intrusions, and attacks.
- **Desktop Software Standardization and Software Licensing and Upgrades** – The MSP must have a process for identifying standardization and management of desktop applications and ensuring that staff are using current products as well as current OS and browser versions, with any changes to the location, configuration of existing equipment, software, or operations and installation of said additional equipment, software, or applications 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.
- **Audit remediation**– The provider shall specify their protocol for responding to Cyber Security audits and what is included in the service.
- **Technology Strategy Planning** – The MSP will work with current IT staff to develop a strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective roadmap that enables the organization to fulfill its overall mandate, utilizing best-in-class software and tools.
- **Account Management** – The MSP must offer an internal escalation process in tandem with Cass County Nebraska 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 Cass County Nebraska.
- **Solution Design** – The MSP must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
- **Service Levels** – The MSP should identify service-level agreements or objectives and report back on a regular basis to Cass County Nebraska 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.
- **Special Projects** – The MSP should clearly specify what is a project versus what is included in the regular-provided service. For example: upcoming readdressing IP scope, DNS configurations, Wireless system refresh, VLAN segregation to meet audit requirements.

## **Selection Criteria & Process**

### ***Selection Criteria***

Cass County Nebraska will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. Cass County Nebraska is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations
- Physical location of business operations center and support services.

### ***Selection Process***

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2 - 3 final candidates to conduct in-depth review of capabilities, including interviews and presentations.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

### ***Thank You***

Cass County Nebraska looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Service Provider selection project is very important to our continued success and represents a major focus of effort for Cass County Nebraska. We appreciate and value your input, expertise, and feedback