

Ozark Fire Protection District



REQUEST FOR PROPOSALS:

Information Technology Support Services

March 28, 2025

Sealed Proposal Submission Deadline No Later Than 12:00 CST, April 25, 2025

I. Request for Proposal

The Ozark Fire Protection District is soliciting proposals from qualified consulting firms to provide comprehensive Information Technology (IT) Support Services for its computer-based technology system. This includes ongoing support, maintenance, troubleshooting, and implementation of new technologies for hardware, software, and connectivity. The selected firm will serve as a key resource for both end-users and management staff, ensuring optimal system performance.

Obtaining a Request for Proposal:

- This document is available to all vendors and contractors who request a copy up to the closing date and time of submission.
- Copies can be obtained from the Ozark Fire Protection District, 604 N. 3rd St., Ozark, MO 65721; by calling (417) 581-4436; or by emailing the district representative at jmetheny@ozarkfire.com or visiting the District's website at www.ozarkfire.org.
- Public bid openings will occur at 1:00 p.m. CST on April 25, 2025, at the District Headquarters.

II. Background:

The Ozark Fire Protection District is a full-service organization with 41 full-time employees and a five-member board. The District's IT infrastructure operates on a Windows-based network, featuring a single physical server for domain management and general file sharing. The environment includes 18 computer workstations, 12 iPads utilized as Mobile Data Terminals (MDTs), and a diverse range of laptops, all requiring comprehensive support. The District utilizes various Windows operating systems across its devices and leverages Google Workspace for email services. Wireless network connectivity is established at each of the District's three locations:

- Administration and Fire Station 1: 604 N. 3rd Street, Ozark, MO 65721
- Fire Station 2: 6052 N. 25th Street, Ozark, MO 65721
- Fire Station 3: 4545 S. Highway W, Ozark, MO 65721

III. Scope of Work

The selected consulting firm will provide comprehensive IT support, including on-site and on-call assistance, system administration, and proactive maintenance to ensure the Ozark Fire Protection District's technology infrastructure operates efficiently and reliably. Key responsibilities include:

Operational Support and Maintenance:

- Provide on-site support during regular business hours (Monday- Friday, 7:30 AM - 4:00 PM) and 24/7 emergency on-call support.
- Troubleshoot and resolve hardware and software issues.
- Perform routine maintenance and repairs on computers, servers, and network equipment.
- Assist end-users with operational inquiries and issues.

- Install and configure hardware, software, and peripherals.
- Set up, support, and replace new computer workstations.
- Provide support for mobile devices as needed and if applicable.

System Monitoring and Security

- Implement and maintain 24/7/365 monitoring of computers, servers, and networks with automated alerts.
- Implement and maintain cloud-based backup and disaster recovery systems.
- Design and implement secure and functional wireless internet at all three District locations.

Data Management and Collaboration

- Implement and maintain a system for document and email storage, archiving, retrieval, and search, including user-specific support.
- Perform data and email migration as required.
- Plan for a transition to cloud-based services, taking into account the current NAS storage.
- Align District operations with State record retention policies.

Strategic Planning and Consultation:

- Function as the Chief Technology Officer (CTO), including:
 - Providing input on hardware and software purchases.
 - Assist with the development and review of annual IT budgets.
 - Coordinating with third-party vendors and the Christian County Emergency Services Dispatch Center.
 - Provide recommendations on solutions, including cost estimates for repairs and replacements.
 - Develop and maintain a three-year technology replacement strategy for budgetary planning.
 - Evaluate and advise the District on hardware and software enhancements, as well as new releases.
 - Provide solutions for using televisions as monitors.
 - Provide technology training for District staff and users.

IV. Proposal Submission Requirements:

Submission Deadline: Qualified consultants must submit three (3) printed copies of their proposal by 12:00 PM (noon) on April 25, 2025.

Submission Address and Labeling: Proposals must be submitted in a sealed envelope labeled "Bid for IT Support Services" and delivered to:

Jarett Metheny, Fire Chief
 Ozark Fire Protection District
 604 3rd Street
 Ozark, MO 65721

Submission Guidelines:

- Improperly labeled envelopes may result in disqualification.

- Electronic submissions (facsimile or email) will not be accepted.
- Late proposals will be returned unopened to the sender.
- All submitted proposals and accompanying documents become the property of the Ozark Fire Protection District and will not be returned.

Proposal Content: Proposals must include the following information:

- **Approach and Methodology:** A detailed description of the consultant's approach to fulfilling the scope of work outlined in this RFP.
- **Work Plan and Availability:** A comprehensive work plan detailing the provision of required support, including staff assignment and availability.
- **Company Profile:** A comprehensive profile of the consulting firm, including its business history, objectives, and key client experiences.
- **Project Staffing:** Identification of key personnel assigned to this project, including their qualifications, experience, relevant certifications, and specialized software and hardware knowledge.
- **Fee Schedule:** A detailed rate schedule for the required services, including:
 - Fixed monthly rate.
 - Description of additional billing procedures.
 - Rates for after-hours, weekend, and holiday support.
 - Information on billable transportation and travel expenses.
- **Workstation Setup/Replacement Fees:** Detailed fees associated with initial computer workstation setup and any recurring costs related to workstation replacement.
- **Client References:** Contact information for at least three (3) client organizations for whom the consultant has provided similar services.
- **Statement of Material Litigation:** A statement disclosing any material litigation, arbitration, or bankruptcy proceedings involving the consulting firm within the past three (3) years.
- **Compliance with General Terms and Conditions:** A statement of compliance with the following conditions for contract award:
 - Equal Opportunity Compliance (EOC) statement.
 - Certificate of Liability and Workers' Compensation Insurance.
 - E-Verify compliance.
 - Sexual Harassment Policy.

V. Policy On Nondiscrimination on the Basis of Disability

- In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, the Ozark Fire District does not discriminate on the basis of disability in the admission to, access to, treatment in, or employment in its programs, activities, or services.

VI. Conflict of Interest

- A member or delegate to the Congress of the United States, or the Missouri General Assembly, or a member, elected official, officer or employee of the Ozark Fire Protection District, or a member, elected official, officer, or employee of a public

body will only be authorized to receive an award of, and to perform this contract, upon full compliance with Sections 105.450 – 105.498 of the Revised Statutes of Missouri.

- Elected or appointed local, county and state governmental officials in the State of Missouri who are employees, officers, shareholders, or owners of a firm may participate in the award of, or performance of, this agreement, if:
 - The subcontract or purchase agreement is made pursuant to an award made after disclosure by the governmental official of the nature of the interest.
 - The award is made in full compliance with Sections 105.450-105.498 of the Revised Statutes of Missouri.
 - Pursuant to approval of the Ozark Fire Protection District.

VII. Supplemental Information

- The awarded consultant/contractor shall provide one hour of time for a post-bid meeting with the District’s representative to ensure alignment with expectations and time frames.
- The Ozark Fire Protection District reserves the right to reject any, and all proposals.
- Contractor shall exonerate, indemnify, and hold harmless the OFD, its agents, and its employees from and against all claims, damages, actions, losses, and expenses, including attorney fees, arising out of any negligent act or omission arising out of the performance of the services provided under such agreement.
- The contractor hereby agrees to furnish the items and/or services described in this document and its attachments, even if only by reference, in accordance with all requirements and specifications contained herein. The contractor further agrees that the language of this document shall govern in the event of a conflict with their proposal.

VIII. Point of Contact

Jarett Metheny, Fire Chief
Ozark Fire Protection District
604 N. 3rd St
Ozark, MO 65721
Phone: (417) 581-4436
Fax: (417) 581-4496
Email: jmetheny@ozarkfire.org

Jarett Metheny, Fire Chief

Date

