

Request for Proposals (RFP)

Managed Information Technology (IT) Support & Infrastructure Services

RFP Issuance Date: October 19, 2026

Issuing Agency: Ray County 911 Board of Directors

Submission Deadline: November 6, 2026, by 10:00 AM CST

Section 1: Objective & Agency Overview

Ray County 911 is soliciting competitive, sealed proposals from qualified Managed Service Providers (MSPs) to provide comprehensive Information Technology (IT) support, systems maintenance, cybersecurity oversight, and infrastructure lifecycle management.

Ray County 911 operates as an independent political subdivision governed by an elected Board of Directors under Chapter 190 of the Revised Statutes of Missouri. The agency serves as the primary Public Safety Answering Point (PSAP) and consolidated dispatch center for Ray County, Missouri, providing emergency call-handling and dispatch communications across a 574-square-mile service area supporting approximately 23,200 residents. Ray County 911 coordinates dispatch operations for 17 public safety entities, including the Ray County Sheriff's Office, nine municipal police departments, six fire protection districts, and the Ray County Ambulance District.

The agency operates in a mission-critical, 24/7/365 Next Generation 911 (NG911) environment. Ray County 911 has transitioned and migrated to a newly constructed, hardened 12,011 sq. ft. Emergency Dispatch Center (EDC) designed to meet FEMA ICC 500 storm-resistance standards. The selected vendor will serve as the primary managed IT partner, maintaining continuous uptime, supporting integration with regional systems such as the Mid-America Regional Council (MARC) 911 interface, and ensuring strict regulatory compliance across all digital operations.

Section 2: Scope of Work

The contractor shall provide full-scope managed IT services covering end-to-end agency technology. Key operational areas include:

1. Mission-Critical Systems Integration & Hardware Support

- Provide Tier 1 through Tier 3 technical support for all administrative and dispatch workstations, server environments, and peripherals.
- Collaborate with primary technology vendors to support system interfaces and software updates, including:

2. Network Administration & Infrastructure Resiliency

- Maintain on-premise local area networks (LAN), wide area networks (WAN), managed firewalls, VPN tunnels, and secure wireless networks.
- Coordinate network path redundancy and interface with emergency utility infrastructures, including uninterruptible power supply (UPS) systems and emergency generator cutovers.

3. **CJIS Security & Regulatory Compliance**

- Ensure end-to-end alignment with FBI Criminal Justice Information Services (CJIS) Security Policy and Missouri Uniform Law Enforcement System (MULES) / NCIC access standards.
- Maintain access controls, role-based security, continuous audit logging, and monitor physical workstation screen/monitor layouts to restrict unauthorized views of criminal justice data.
- Ensure data handling complies with the Missouri Sunshine Law (Open Records) for archiving, retrieval, and subpoena compliance.

4. **Cybersecurity, Backup & Disaster Recovery**

- Deploy and monitor endpoint detection and response (EDR), managed antivirus, intrusion detection/prevention systems (IDS/IPS), and patch management routines.
- Implement and maintain an immutable, multi-tier backup strategy (local on-site and encrypted off-site cloud) to support rapid recovery in the event of ransomware, system compromise, or physical disaster.
- Conduct regular vulnerability scanning and annual disaster recovery cutover simulations.

5. **24/7/365 Service Level Agreements (SLAs)**

- **Priority 1 (Critical Emergency / Outage impacting 911 dispatch or CAD operations):** Immediate emergency response within 15 minutes; on-site dispatch within 1 hour if unresolved remotely.
- **Priority 2 (High / Degraded dispatch workstation or partial functionality):** Response within 1 hour; on-site resolution within 4 hours.
- **Priority 3 (Routine administrative requests, routine ticketing, standard moves/adds/changes):** Response within 1 business day.

Section 3: Proposal Submission Requirements

All proposals must include:

- **Company Profile & Qualifications:** Official corporate name, physical headquarters, primary contact information, years in operation, and general public sector background.
- **Public Safety & 911 Experience:** Specific demonstration of past experience managing IT environments for consolidated 911 PSAPs, law enforcement, or emergency services agencies. Detail past experience with VESTA telephony, CentralSquare (Zuercher) CAD, and CJIS/MULES environments.
- **Assigned Personnel & Subcontractors:** Complete resumes, roles, and certifications for all key engineers and account managers assigned to Ray County 911. The proposal must identify any proposed subcontractors or outside firms to be utilized, or explicitly declare if all work will be performed by direct, in-house staff.
- **Client References:** A minimum of three (3) professional references from public safety, municipal, or county government clients receiving comparable managed IT services within the past five years. Include client agency name, primary contact name, phone number, and email.
- **Cost Proposal:** Itemized pricing breakdown, including:
 - Monthly recurring managed service retainer.
 - Workstation, server, and network device support rates.
 - Hourly rates for out-of-scope work, after-hours emergency support, and specialized project engineering (e.g., facility move support).
 - Any hardware, licensing, or onboarding fees.

Section 4: Mandatory Legal & Policy Certifications

Vendors must certify and incorporate the following statutory and policy requirements in their submittal:

1. Prohibition of Contingent Fees

Pursuant to Section 7 of the Ray County 911 Procurement Policy, the contract must contain the following warranty: *"The service provider warrants that he/she has not employed or retained any company or person, other than a bona fide employee working solely for such firm or company, for the purpose to solicit or secure any agreement with the Ray County 911 or by providing any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award of this agreement."*

2. Conflict of Interest & Public Officials

Vendors must verify that no Ray County 911 elected official or employee holds a direct or indirect financial interest in the contracting entity, or is entering into private transactions with a matter pending before the Board.

3. Tax and Monies Compliance

Bidders must certify they are not in default on the payment of any taxes, licenses, or monies due to Ray County, Missouri, the State of Missouri, or the Federal Government. Failure to meet this requirement shall result in immediate disqualification.

4. Criminal Background & Security Clearances

Because IT contractors maintain administrative access to CJIS and MULES records, all vendor personnel assigned to this contract must pass a comprehensive fingerprint-based background check conducted by the Ray County Sheriff's Office / Missouri State Highway Patrol prior to being granted physical or logical system access.

Section 5: Selection Criteria & Evaluation

Proposals will be reviewed and scored by the Ray County 911 Board of Directors committee using the following factors, established pursuant to Section 5 and Section 7 of the Ray County 911 Procurement Policy:

Evaluation Factor	Weight	Evaluation Criteria
Technical Competence & Public Safety Experience	25%	Experience managing 911 PSAP systems, CAD/VESTA platforms, CJIS security, and radio console IT interfaces.
Cost & Fee Structure	25%	Total cost to Ray County 911, competitiveness of retainer fees, and clear rate structures for moves and after-hours work.

Support Model & SLA Commitments	20%	Quality of response plans, local dispatch capability, 24/7/365 coverage reliability, and escalation protocols.
Qualifications of Key Personnel	15%	Technical certifications, professional engineering backgrounds, and CJIS clearance suitability of assigned staff.
References & Past Performance	10%	Track record of reliability, client satisfaction, and performance verified across municipal and public safety peer agencies.
Local Proximity & Community Understanding	5%	Familiarity with Ray County's geographic area, regional partners (MARC), and ability to provide rapid on-site physical support.

Section 6: Instructions to Bidders & Procurement Timeline

- **RFP Release Date:** October 19, 2026
- **Deadline for Inquiries/Questions:** November 2, 2026, at 5:00 PM CST
- **Proposal Submission Deadline:** November 6, 2026, at 10:00 AM CST
- (Conforming to the standard 15-working-day / 3-week public notice requirement)
- **Vendor Demonstrations / Interviews (if requested):** November 9-13, 2026
- **Board Consideration & Contract Award:** November 19, 2026
- **Target Contract Effective Date:** December 1, 2026

Submission Directions

Proposals must be submitted in a sealed envelope clearly labeled **"SEALED PROPOSAL: Ray County 911 Managed IT Support Services"** and delivered to:

Ray County 911

Attn: Information Technology (IT) Support & Infrastructure Services
 102 W. N. Main Street
 Richmond, MO 64085
 Phone: (816) 776-2200

Bidders must submit one (1) original hard copy and one (1) electronic copy (USB flash drive or secure email PDF). All proposals are subject to negotiation after review, pursuant to Section 1 of the Procurement Policy. Ray County 911 reserves the right to accept or reject any or all proposals, waive informalities or irregularities, negotiate terms with any bidder, and select the vendor that presents the best overall value to Ray County 911.