



OZARKS TRANSPORTATION ORGANIZATION  
A METROPOLITAN PLANNING ORGANIZATION

Ozarks Transportation Organization  
2208 W. Chesterfield Blvd., Suite 101  
Springfield, MO 65807  
Phone: (417) 865-3042 Ext. 106

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**REQUEST FOR PROPOSAL:** #002-2022, Managed Network Services  
**DEADLINE:** Wednesday, June 22, 2022, at 4:00 PM, Central Standard Time  
**DELIVERY LOCATION:** 2208 W. Chesterfield Blvd., Suite 101, Springfield, MO 65807  
**PURCHASING AGENT:** Debbie Parks, Dparks@ozarkstransportation.org  
**DATE OF ISSUE:** Wednesday, June 1, 2022

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**Request for Proposal**  
**RFP #002-2022, Managed Network Services**

RFP'S shall be submitted in an envelope with the Request for Proposal number and the respondent's name and address clearly indicated on the envelope **or** by e-mail with "REQUEST FOR PROPOSAL: #002-2022" in the subject line. All submissions must be submitted by the time and date above.

Respondents are strongly encouraged to carefully read the entire Request for Proposal.

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The undersigned hereby offers to furnish & deliver the services as specified, at the prices & terms stated herein, and in strict accordance with the specifications and general conditions of bidding, all of which are made a part of this offer. This offer is not subject to withdrawal by the Proposer unless upon mutual written agreement by the Proposer and the OTO Executive Director.

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Name of Firm: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## Introduction

Ozarks Transportation Organization (OTO) located in Springfield, Missouri requests submissions from firms interested in serving as OTO's information technology provider, for a fixed period of three years, with the option of up to two (2) additional one-year renewals (maximum of 5-years). The selected technology provider will perform networking, server maintenance, help desk support, and maintenance on existing equipment, as well as a solution for off-site back-up of data. OTO expects to select one firm to provide information technology support services. OTO receives federal, state and local grant funding and other funding from local governmental entities. The OTO is required to keep records per granting requirements and the Missouri Records Retention schedules.

## Background

OTO currently has the following equipment:

- 13 desktop/laptops workstations running Windows 10
- 1 networked copier
- 1 networked color plotter
- 3 local printers
- 1 Fortinet Firewall
- 1 Fortinet Switch
- 1 Server running Server 2016 standard
- 2 Wifi Access Points

OTO currently uses the following services and specialized software:

- 11 Microsoft Office 365 E3 accounts, email threat protection, email backup
- Managed Detection and Response cyber software and Antivirus software provided by current contractor
- Server backup that includes local backup appliance with virtual server spin up
- QuickBooks Premier Non-Profit 2022 and QuickBooks Server
- ESRI ArcGIS
- VOIP phone system
- Adobe CS 4 and 6 Design and Web Premium
- Various versions of Adobe Acrobat

## Requirements

It is expected that the selected firm will provide the following services, as well as other services that may be assigned that relate to the technology support of OTO.

- Advise and assist OTO as to future hardware and software purchases
- Provide help-desk support over the phone, via remote connection, and on-site as necessary
- Hardware/system support, including the set-up required for new equipment, including workstations, to communicate with the network and OTO domain
- Network and security monitoring services to proactively address any potential issues with the OTO network and/or equipment



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- Provide monthly reports on work performed for OTO
- Disaster recovery services
- Contractor must be familiar with the programs and systems currently in place at OTO and be able to provide advanced support regarding those programs and systems
- Off-site back-up of data

## Schedule

The following is the schedule of events which are anticipated by OTO for the implementation and completion of the selecting the consultant to provide the requested services as outlined in the RFP. OTO may, at its discretion, revise the schedule of events at any time as may be in its best interests:

<u>Event</u>	<u>Date</u>
Post Request for Submissions	Wednesday, June 1, 2022
Submissions Due	Wednesday, June 22, 2022
Final Selection Made	Wednesday, June 29, 2022

## Format of Proposals

For the OTO to adequately compare proposals and evaluate them uniformly and objectively, all proposals shall be submitted in accordance with the attached Proposal Worksheet. The proposals should be prepared simply and economically, providing straight-forward and concise information as requested.

## Submission Due Date

One (1) digital copy in Adobe PDF format will be received at OTO no later than 4:00 P.M., Wednesday, June 22, 2022. Proposals may be submitted by hand delivery, mail, or by e-mail. OTO should receive submissions no later than the delivery deadline. Submissions shall be addressed as follows:

By Mail:

Ozarks Transportation Organization (OTO)  
2208 W. Chesterfield Boulevard, Suite 101  
Springfield, MO 65807

By E-Mail:

dparks@ozarkstransportation.org

Submissions should be marked in the subject line or on the envelope:

“REQUEST FOR PROPOSAL: #002-2022”

Proposals submitted by e-mail are not to be considered received until a confirmation has been sent by the Purchasing Agent, Debbie Parks. The confirmation subject line will read, “Confirmation Receipt – OTO RFP 002-2022.” It is the responsibility of all submitters to verify receipt of proposal. All Proposals must be valid for a minimum period of sixty (60) days from the close of this RFP.



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## Submission Evaluation Process

The evaluation of submissions will include the following:

OTO may confer with all responsible proposers who have been short-listed and may arrange, if necessary, for interviews/presentations by the short-listed firms.

OTO reserves the right to conduct pre-award discussions with any or all responsive and responsible consultants who submit proposals determined to be reasonably acceptable of being selected for award. Consultants shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of submissions; and such revisions may be permitted after submission of proposals and prior to award of contract.

### CRITERIA FOR AWARD

OTO will evaluate submissions. Each submittal will be evaluated for full compliance with the RFP instructions. The objective of the evaluation will be to recommend the consultant who is most responsive to the herein described needs of OTO. Proposals which are responsive to this Request for Proposal will be evaluated based on, but not limited to, the following criteria:

- Responsiveness to RFP (10 points)
- Proposed IT Management Solution (30 points)
- Prior Experience (25 points)
- Price (20 points)
- Schedule (10 points)
- Other (5 points)

OTO reserves the right to select the firm with the most responsible and responsive Proposal which it finds to be within the best interest of the OTO.

## Questions regarding specifications or submission process:

To ensure fair consideration for all proposers, OTO prohibits communication to or with any department, board, or employee during the submission process, except as provided below. Additionally, OTO prohibits communications initiated by a proposer to OTO official(s) or employee(s) evaluating or considering the submissions prior to the time an award decision is made. Any communication between proposer and OTO will be initiated by the appropriate OTO Official(s) or employee(s) to obtain information or clarification needed to develop a proper, accurate evaluation of the submissions. Such communications initiated by a proposer may be grounds for disqualifying the offending proposer from consideration for award of the submissions and/or any future submissions(s).

- A. Any questions relative to interpretation of specifications or the submissions process shall be addressed to the Purchasing Agent in writing, in ample time before the period set for the receipt and opening of submissions. Any interpretation made to prospective proposers will be expressed in the form of an amendment to the RFP which, if issued, will be conveyed on the OTO website no later than five (5) days prior to the date set for receipt of submissions.



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- B. It will be the responsibility of the proposer to contact OTO prior to submitting a proposal to ascertain if any amendments have been issued, to obtain all such amendments, and to acknowledge amendment with the submissions.

## Amendments

If it becomes necessary to revise or amend any part of the is Request for Proposal, OTO will furnish the revision by posting to the OTO website <https://www.ozarkstransportation.org/what-we-do/requests-for-proposal> not later than five (5) days prior to the date set for receipt of submissions. Questions regarding the RFP process and/or OTO's needs will not be considered an amendment to the RFP unless the response is warranted by OTO staff to change the intent of the Request for Proposals.

It will be the responsibility of the proposer to contact OTO prior to submitting a proposal to ascertain if any amendments have been issued, to obtain all such amendments, and to acknowledge amendment with the submissions.

## Public Records

All proposals submitted in response to this RFP become the property of OTO and public records, as such, may be subject to public review.

## OTO Policies and Procedures

This RFP does not commit OTO to award a contract, to defray any costs incurred in the preparation of the proposal, cost proposal, or technical proposal pursuant to this RFP, or to procure or contract for work. OTO may reject proposals without providing the reason(s) underlying the declination. A failure to award a contract to the lowest bidder will not result in a cause of action against OTO.

OTO reserves the right to the following:

- To reject any and all Proposals,
- To consider alternatives,
- To wave irregularities
- To re-solicit Proposals
- Accept any proposals deemed most advantageous to OTO
- To accept or reject any or all submissions received as a result of the RFP
- To obtain information concerning any or all consultants from any source
- To request additional information and/or clarification from any or all proposers to this RFP, but is under no obligation to do so
- To approve any substitute personnel or terminate services at OTO's sole discretion if the selected consultant undergoes a change of key personnel
- To seek new submissions when such a procedure is reasonable and within the best interests of OTO



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## Federal Contracting Requirements

OTO requires all contractors to adhere to Federal Contracting Requirements and the clauses will be added to all contracts. A list of required contract language can be found on the OTO website: <https://www.ozarkstransportation.org/uploads/documents/Federally-Required-Contract-Clauses.pdf>.

## Equal Employment Opportunity

OTO does not discriminate in any of its programs and activities. The consultant awarded the contract for work will be required to assure that no person shall be denied employment or fair treatment, or in any way discriminated against, on the basis of race, sex, religion, age, national origin, or disability. In addition to these requirements, since federal funds will be used to finance this project, the successful consultant shall comply with all civil rights requirements applicable to transportation-related projects.

## Additional Information

- Proposals submitted on time become property of the OTO.
- Proposals shall be submitted at the time, place, and date specified.
- The OTO is not responsible for lateness or non-delivery of mail, carrier, etc., and the date/time stamp of the receptionist shall be the official time of receipt.
- The proposal shall constitute an offer to perform the services indicated.
- OTO makes no guarantees to any firm until such time the OTO approves the negotiated contract.
- OTO will not discriminate against any firm submitting a Proposal because of race, creed, color, national origin, religion, or disability.

This RFP may also be found electronically at <https://www.ozarkstransportation.org/what-we-do/requests-for-proposal>.



*For persons with disabilities needing reasonable accommodations please contact OTO at 417-865-3042 at least 48 hours in advance of the question deadline. If you need relay services, please call the following numbers: 711 - **Nationwide relay service**; 1-800-735-2966 - **Missouri TTY service**; 1-800-735-0135 - **Missouri voice carry-over service**.*



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## Proposal Worksheet

Company Name:

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Contact Name:

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Address:

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Federal ID Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Company Overview and Experience (Overview of the firm, including the year founded office locations and the number of years in practice. A description of the firm's experience relating to this proposal):

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Cost of Services (Indicate if these prices are based on anything other than a 3-year contract with up to two (2) additional one-year renewals):

Please Check all that apply			Cost	Notes	Service
Monthly	Per User	Per Service			
			\$		Managed Care Agreement Total Cost or by individual functions listed below (attach list of services covered by contract)
			\$		<ul style="list-style-type: none"> <li>Managed Server (per each)</li> </ul>
			\$		<ul style="list-style-type: none"> <li>Managed Printer (per each)</li> </ul>
			\$		<ul style="list-style-type: none"> <li>Managed Switch (per each)</li> </ul>
			\$		<ul style="list-style-type: none"> <li>Managed Workstations (per each)</li> </ul>
			\$		<ul style="list-style-type: none"> <li>Managed Multi-Function Printer (per each)</li> </ul>
			\$		<ul style="list-style-type: none"> <li>Managed Firewall (per each)</li> </ul>
			\$		Off-Site Backup Solution (attach description)
			\$		Hosted Exchange Email with unlimited storage
			\$		Other





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Timeline and process for transition of OTO from current provider:

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Current Staffing Capability:

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Proposed Service Plan (Explain how your firm provides services to clients, such as the response time for different types of help-desk support issues and how your firm provides managed IT services)

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Description of Services not directly mentioned in this RFP (may attach if necessary):

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Please attach a list of references who have received similar services with phone numbers.