

CAMDEN COUNTY SENATE
BILL 40 BOARD

REQUEST FOR PROPOSAL

**2024-1: INFORMATION TECHNOLOGY
INFRASTRUCTURE SERVICES AND
SUPPORTS**

SUBMISSIONS SHALL BE ACCEPTED UNTIL
JULY 5TH, 2024, AT 4:00 PM (CT)

And received at:

(If Mailed)
PO BOX 722
CAMDENTON, MO 65020

-OR-

(If Hand-Delivered)
100 THIRD STREET
CAMDENTON, MO 65020

The undersigned certifies that he/she has the authority to bind this company in a contract to supply the products/services described herein in the manner and for the pricing submitted and in accordance with the outlined terms and conditions.

Company Name

Authorized Agent (Print)

Address

Signature

City/State/Zip Code

Title

Telephone #

Date

E-mail

Fax #

REQUEST FOR PROPOSAL

Sealed offers will be accepted by the Camden County Senate Bill 40 Board for consideration in provision of the following:

2024-1: INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES AND SUPPORTS

Submissions will be received by the Camden County Senate Bill 40 Board at P.O. Box 722, Camdenton, MO 65020 (if mailed), or 100 Third Street, Camdenton, MO 65020 (if hand-delivered), until 4:00 PM (CT) on **July 5th, 2024**. Proposals will be publicly opened at the Camden County Senate Bill 40 Board meeting at approximately 6:00 PM (CT) on **July 9th, 2024** (location to be determined) and taken under advisement. Bidders should be aware that submissions are public record under state law. Specifications are available at www.cccdr.org or by contacting Jeanna Booth at jeanna@cccdr.org.

Equal Opportunity Employer

Jeanna Booth
Compliance Manager/Purchasing Officer

Lake Sun Leader: May 17th, 2024 – Legal Notices

Camden County Senate Bill 40 Board
100 Third Street
P.O. Box 722
Camdenton, MO 65020

REQUEST FOR PROPOSAL

1.0 OVERVIEW

- 1.1 NOTIFICATION. This document constitutes a request for competitive, sealed offers per the provisions of this Request for Proposal (“RFP”) for information technology (IT) infrastructure services and supports for the Camden County Senate Bill 40 Board (aka “Board”).
- 1.2 PROCESS. The Board will attempt to follow this timetable which shall result in the award to a respondent by **August 13th, 2024.**

Issuance of RFP	May 17th, 2024
Mandatory Pre-Proposal Conference (1:00 PM CT via WebEx)	June 10th, 2024
Deadline for Questions and Inspections (4:00 PM CT)	July 1st, 2024
Deadline for Submittal of Proposals (4:00 PM CT)	July 5th, 2024
Opening of Bids (6:00 PM CT)	July 9th, 2024
Interview with Selected Respondents	July 15th, 2024, to July 19th, 2024
Selection of and Award to Successful Respondent (6:00 PM CT)	August 13th, 2024

These dates are estimates and subject to change by the Board.

- 1.3 **MANDATORY PRE-PROPOSAL CONFERENCE. There will be a mandatory Pre-Proposal Conference, which will be held via WebEx, scheduled for June 10th, 2024, at 1:00 PM (CT). Attendance is a prerequisite for submitting a response to this solicitation and will be evidenced by the potential respondent’s participation. Potential respondents who wish to attend must send their designated representative’s contact information to jeanna@ccddr.org by 12:00 PM (CT) on June 10th, 2024. This meeting will provide an opportunity to ask questions/seek clarification on the outlined requirements prior to submitting a response.**
- 1.4 QUESTIONS, REQUESTS FOR CLARIFICATION OR INTERPRETATION, AND INSPECTIONS OF FACILITIES. Respondents are advised that all questions concerning the meaning or intent of these specifications must be submitted **IN WRITING VIA EMAIL** and received by **JULY 1ST, 2024, AT 4:00 PM (CT)**. All inspections must be scheduled before **JULY 1ST, 2024, AT 4:00 PM (CT)**. All inquiries and request for inspections shall be directed to:
- Jeanna Booth, Compliance Manager (Procurement Officer)
Email: jeanna@ccddr.org
- Contact with any other Board employee (other than the Compliance Manager or Executive Director) or Board member regarding this solicitation is expressly prohibited without prior consent. Respondents directly contacting other Board employees or any Board member risk elimination from further consideration.
- 1.5 ISSUANCE OF ADDENDA. Every attempt shall be made to ensure that all written questions receive an adequate and prompt response. However, in order to maintain a fair and equitable bid process, all respondents will be advised of pertinent information related to this solicitation via the issuance of addenda and/or responses to questions, which will be posted at www.ccddr.org. All issued addenda and answers to questions are incorporated by reference as if fully set out herein. **It is the responsibility of each respondent to verify that they have received, acknowledged, and included in their submission all addenda related to this solicitation. Failure to do so may constitute grounds for bid rejection.** Respondents are cautioned that the only official

position of the Board is that which is issued by the Board in these specifications or addendum/amendment thereto. No other means of communication, whether written or oral, shall be construed as a formal or official response or statement. Failure to have requested an addendum covering any questions affecting the interpretation of these specifications shall not relieve the awarded party from delivering the completed project, product, and/or service in accordance with the intent of these specifications.

- 1.6 **RESPONSE SUBMISSION.** Responses shall be submitted in a **sealed envelope or box identified by bid number (“RFP 2024-1”) and bid title (“Information Technology Infrastructure Services and Supports”); shall be complete and signed by an official authorized to obligate the agency or company submitting the response; and shall include one (1) complete original and two (2) exact duplicates.** It is the responsibility of each respondent to deliver its submission to the office of the Board, 100 Third Street, Camdenton, MO 65020, or mailed to PO Box 722, Camdenton, MO 65020, on or before the date and exact time indicated. **No fax or email submissions will be accepted.** Responses will be time and date stamped. Those received late will be determined non-responsive and will be returned unopened to the sender without exception.

- 1.7 **BID OPENING.** Submissions will be publicly opened at approximately 6:00 PM CT on **JULY 9TH, 2024**, during the monthly Camden County Senate Bill 40 Board meeting (location to be determined). Respondents and the public are invited but not required to attend the formal bid opening. All documents will be made available for public inspection, but no decision relating to the award of the contract will be made at the bid opening.

2. TERMS AND CONDITIONS

- 2.1 **INCURRING COSTS.** The Board shall not pay for any information requested herein nor be obligated or liable for any cost incurred by any respondent in submitting a response.
- 2.2 **RESERVATIONS.** The right is hereby reserved to reject any or all submissions for any reason, in part or in whole, received in response to this solicitation; to waive or not waive informalities or irregularities in any response or the bidding procedures; to request supplementary information from respondents as determined necessary to effectively evaluate responses; to cancel this solicitation, advertise for new; and to accept or request clarification or further negotiate the terms, conditions and/or methodology of any response if, in the Board's sole judgment, the best interests of the Board will be so served.
- 2.3 **MODIFICATION/WITHDRAWAL.** Receipt of written notice or an in-person request from a properly identified individual prior to the official date and time set for bid opening must occur in order to modify or withdraw a submission which has been delivered to the office of the Board.
- 2.4 **VALIDITY.** Respondents agree that submissions will remain valid for consideration by the Board for a minimum period of ninety (90) calendar days after the date specified for bid opening.
- 2.5 **RESPONSE MATERIAL OWNERSHIP.** All material submitted in response to this solicitation becomes the property of the Board and may be disclosed upon proper Sunshine Law request per 610.021(12) RSMo.
- 2.6 **AS NEEDED, IF NEEDED.** The successful respondent shall provide product or service on an "as needed, if needed" basis for the Board in accordance with the provisions and requirements stated herein. Any quantities included in this request are based on estimates; the Board reserves the right to increase or decrease quantities to meet actual needs and maintain the quoted pricing and/or stated terms.
- 2.7 **EXCEPTIONS.** The wording of this solicitation may not be changed or altered in any manner unless done so by the Board, Executive Director, and/or Compliance Manager via the issuance of an addendum or amendment. Taking exception to any clause in part or in whole does not necessarily disqualify a respondent. Any such exception shall be clearly identified and described in full detail in the respondent's submission. Any exception will be evaluated and accepted or rejected by the Board, Executive Director, and/or Compliance Manager, whose decision shall be final and conclusive. In the absence of such declaration(s), the response shall be accepted as in strict compliance with all terms, conditions, and specifications requested and the awarded party shall be held responsible for providing the product or service accordingly.
- 2.8 **RESTRICTIVE LANGUAGE.** It shall be the responsibility of respondents to ask questions, request changes/clarification, or otherwise advise the Board, Executive Director, or Compliance Manager if any language, specification, or requirement of this solicitation appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit responses to a single source. Such notification must be directed to the Compliance Manager (Procurement Officer) and received by **JULY 1ST, 2024, AT 4:00 PM (CT).**
- 2.9 **INTERPRETATION.** Should any differences arise as to the meaning or intent of these specifications, the Board's, Executive Director's, and/or Compliance Manager's interpretation shall be final and conclusive.
- 2.10 **ASSIGNMENT.** The awarded party shall not assign the contract, subcontract, or sublet it as a whole without the prior written consent of the Board, Executive Director, or Compliance Manager.

Assignment, subcontracting or subletting without such consent will in no way relieve the awarded party of any of its obligations under this Contract unless specified, in writing, by the Board, Executive Director, or Compliance Manager.

- 2.11 CONFLICT OF INTEREST. In submitting a response, the respondent hereby covenants that at the time of submission, the respondent has no contractual, professional, or personal relationships which would create any actual or perceived conflict of interest. The respondent further agrees that during the term of the contract, neither the respondent nor any of its employees shall acquire any other contractual, personal, or professional relationships which could create such perceived conflict. All acquaintances or relations must be disclosed by the respondent, respondent employees, Board members, and Board employees; however, the Board, Executive Director, and/or Compliance Manager shall determine in its own judgment whether the relationship(s) are an actual or perceived conflict in doing business with the respondent.
- 2.12 QUALIFICATIONS OF RESPONDENTS. The Board, Executive Director, and/or Compliance Manager may make such investigations as deemed necessary to determine the ability of any respondent to provide the product and/or service described herein. Respondent shall furnish to the Board, Executive Director, and/or Compliance Manager all such information and data for this purpose that the Board, Executive Director, and/or Compliance Manager may request. The Board, Executive Director, and/or Compliance Manager reserves the right to reject any submission if the evidence submitted by the respondent or investigation of such respondent fails to satisfy the Board, Executive Director, and/or Compliance Manager that such respondent is properly qualified to carry out the obligations of the contract and/or to complete the work contemplated herein.
- 2.13 TAX EXEMPTION. The Board is funded by public monies and as such has been approved by the State of Missouri for sales/use tax-exempt status. The Missouri tax identification number and certificate is available to the awarded party upon request.
- 2.14 FUNDS. Financial obligations of the Board payable after the first fiscal year of any contract which may be in place are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting Contract will become null and void without penalty to the Board.
- 2.15 PRICES. Prices must be stated in units of quantity specified and must be firm. Bids qualified by escalator clauses may or may not be considered.
- 2.16 APPLICABLE LAW. In submitting a bid, the respondent warrants that it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other governmental authority or agency in providing the product(s) or service(s) specified herein. Any contract resulting from this solicitation is to be interpreted by the laws of Missouri. The parties agree that the proper forum for litigation arising out of the contract resulting from this solicitation is Camden County, Missouri.
- 2.17 BASIS OF AWARD. Award shall be made to the responsible bidder whose offer best responds to the quality, capacity, and service requirements of the Board, as determined by the Board.
- 2.18 PREFERENCE. In making bid awards, the Board shall give preference to all firms, corporations, or individuals that maintain office or places of business within Camden County, Missouri, when the quality of the commodity or performance promised is equal or better and the price quoted is the same or less. The Board shall also give preference to those firms that employ Camden County residents with disabilities, which includes developmental and intellectual disabilities as defined in RSMo 205.968 and RSMo 630.005.
- 2.19 CHANGE ORDERS. The final contract between the Board and the awarded party will include, by

reference, the awarded party's response and the specifications contained in this solicitation. The Board may make changes within the general scope of these specifications and/or the contract resulting from this solicitation, yet all departures from the specifications will be considered unauthorized unless the awarded party has obtained a change order and/or other authorizing instrument, signed by the Board, Executive Director, and/or Compliance Manager authorizing and directing such changes or departures. Any work/service that is unauthorized, and the correction of such unauthorized effort, shall be at the awarded party's expense. No other individual(s) is/are authorized to modify the contract in any manner.

2.20 CONTRACT TERMINATION.

2.20.1 TERMINATION FOR DEFAULT. If, through any cause, the awarded party shall fail to fulfill, in a timely and proper manner, its obligations under the contract resulting from this solicitation, or if the awarded party shall violate any of the covenants, agreements, or stipulations of said contract, the Board shall thereupon have the right to terminate this contract for cause by giving written notice to the awarded party of its intent to terminate and at least ten (10) calendar days to cure the default or show cause why termination is otherwise not appropriate. In the event of termination, all finished or unfinished documents, data, studies, survey, drawings, maps, models, photographs, and reports or other material prepared by the awarded party under this contract shall, at the option of the Board, become its property, and the awarded party shall be entitled to receive just and equitable compensation for any services and supplies delivered and accepted. The awarded party shall be obligated to return any payment advanced under the provisions of this contract.

Notwithstanding, the awarded party shall not be relieved of liability to the Board any damages sustained by the Board by virtue of any breach of the contract by the awarded party, and the Board, Executive Director, and/or Compliance Manager may withhold any payment to the awarded party for the purpose of mitigating its damages until such time as the exact amount of damages due the Board from the awarded party is determined.

If after such termination it is determined, for any reason, that the awarded party was not in default, or that the awarded party's action/inaction was excusable, such termination shall be treated as a termination for convenience, as described herein.

2.20.2 TERMINATION FOR CONVENIENCE. The performance of work under the contract resulting from this solicitation may be terminated by the Board in whole or in part at such time that the Board determines that such termination is in the best interest of the Board. Any such termination will be affected by delivery to the awarded party of a letter of termination specifying the extent to which performance of work under the contract is terminated and the date upon which such termination is effective.

After receipt of a termination letter the awarded party will:

- Stop work on the contract on the date and to the extent specified in the letter
- Place no further orders for materials, services or facilities except as may be necessary to complete any portions of the work under contract not terminated
- Complete on schedule such part of the work as will not be terminated

2.21 INSURANCE REQUIREMENTS. The successful bidder shall provide and maintain for the duration of the contract, insurance acceptable to and approved by the Board. A Certificate of Insurance per the following requirements is to be furnished within five (5) calendar days following the notice of award, and prior to work proceeding under this contract.

- 2.21.1 COMPENSATION INSURANCE. The Contractor shall take out and maintain during the life of this contract, Employee's Liability and Worker's Compensation Insurance for all of their employees employed at the sites of the work, per statutory limits.
- 2.21.2 PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE. The Contractor shall take out and maintain during the life of this contract such public liability and property damage insurance as shall protect them performing work covered by this contract from claims for damages for personal injury including accidental death, as well as from claims for property damages, which may arise from operations under this contract. The amounts of insurance shall be as follows:
- PUBLIC LIABILITY INSURANCE. In an amount not less than \$1,000,000 single limit for any one occurrence covering both bodily injury and property damage, including accidental death, \$3,000,000 aggregate.
 - AUTOMOBILE PUBLIC LIABILITY AND PROPERTY DAMAGE. The Contractor shall maintain during the life of the contract, automobile public liability insurance in the amount of not less than \$1,000,000 single limit for any one occurrence and not less than \$250,000 per individual, covering both bodily injury, including accidental death, and property damage, to protect themselves from any and all claims arising from the use of the Contractor's own automobiles, teams and trucks; hired automobiles, teams and trucks; and automobiles both on and off the site of the work.
 - OWNER'S CONTINGENT OR PROTECTIVE LIABILITY AND PROPERTY DAMAGE. The Contractor shall provide the Board with proof of Owner's Protective Liability and Property Damage Insurance, which shall protect the Board against any and all claims which might arise as a result of the operations of the Contractor in fulfilling the terms of this contract during the life of the contract. It is preferred that this policy includes a provision for alleged assault and battery. The minimum amounts of such insurance will be \$1,000,000 per occurrence; \$2,000,000 aggregate.
- 2.21.3 PROOF OF INSURANCE. The Contractor shall furnish the Board with a Certificate of Insurance in amounts as required in this contract and requiring a thirty (30) day mandatory cancellation notice. In addition, such insurance shall remain in effect until such time as the Board has determined that the contract is complete.
- 2.21.4 HOLD HARMLESS AGREEMENT. To the fullest extent not prohibited by law, the Contractor shall indemnify and hold harmless the Board and its officers, agents, and employees from and against all claims, damages, losses, and expenses (including but not limited to attorney's fees) arising by reason of any act or failure to act, negligent or otherwise, of Contractor, or of anyone directly or indirectly employed by Contractor or by anyone for whose acts the Contractor may be liable, in connection with providing these services. This provision does not, however, require Contractor to indemnify, hold harmless, or defend the Board from its own negligence.

3. SCOPE OF WORK

- 3.1 OVERVIEW. The intent of this document is to obtain pricing from qualified contractors for IT infrastructure services and supports.
- 3.2 CURRENT ENVIRONMENT. There are currently 18 wired workstation locations, additional wifi access ports, 23 laptops (each with an assigned wired docking station, wired/wireless mouse, wired/wireless keyboard, and wired/wireless printer/scanner), 1 commercial office copier (connected to the office network for use by all employees connected to the network), and 1 commercial wired/wireless networking system being utilized by 20 employees at any given time. Employees also have the capability to work remotely (disconnect from the docking station and take their assigned laptop with them when they leave the office). The Executive Director utilizes two laptops – one is for remote work while traveling, and one generally remains stationary at a designated location or office. The current office is located at 100 Third Street, Camdenton, MO 65020; however, plans are currently in process to renovate the Board’s commercial building located at 255 Keystone Industrial Park Drive, Camdenton, MO 65020. The 255 Keystone Industrial Park Drive, Camdenton, MO 65020 location is currently not being utilized by staff. Once renovated, the IT network configuration will be similar to the network configuration of 100 Third Street, Camdenton, MO 65020, with a comparable number of wired workstation access points. The Board’s intent is to renovate this location and move selected employees to that location. The renovations to 255 Keystone Industrial Park Drive, Camdenton, MO 65020 are tentatively scheduled to be completed in 2025 but may be completed by the end of 2024. All laptops utilize the Windows operating system, Microsoft Office software, and Foxit PDF software licenses. Each laptop syncs with Microsoft 365 OneDrive, and working files are saved on the laptops. The agency currently utilizes Microsoft 365 SharePoint to store its permanent/final records and documents and utilizes Microsoft Outlook for email services. The agency utilizes SETWorks for its client’s health records (cloud-based, third-party contracted software/database) and QuickBooks for its financial transactions/records (also a cloud-based, third-party contracted software/database). Each laptop is connected to the primary commercial office copier/printer/scanner when in the office. The agency also has six internet “hotspots” that can be “checked out” to employees when needed. The agency is a covered entity under the Health Insurance Portability and Accountability Act (HIPAA) rules and is subject to all applicable federal, state, and/or local laws pertaining to privacy and confidentiality. The agency currently utilizes Datto SaaS Protection for Office 365 as a secondary, cloud-based data backup service.
- 3.3 GUIDELINES & BID FORMAT. All pricing must be listed separately by feature or function as listed below so the Board can evaluate:
- Monthly IT management/administration (ongoing monthly service plan):
 - Systems maintenance
 - Systems repairs (employee reported issues – i.e. work tickets)
 - Systems monitoring
 - Systems updates
 - Test and maintain network integrity
 - Perform periodic systems and database security testing
 - Systems security analysis data gathering, provide recommendations, and document security testing/findings/recommendations (i.e. summary reports)
 - General technical support
 - Hardware and software installation, replacement, and/or repairs
 - Shredding of obsolete or unused hard drives and other physical data storage devices
 - Reconfiguring laptops and other hardware/software for new employees or reassignment to different employees (includes “cleaning” the laptop)
 - IT Strategy & Consulting (ongoing analysis/recommendation of technology needs, policy changes, and procedure changes as well as consultative services for the

- purchase of new hardware and/or software)
- Networking support and VoIP (ongoing analysis and recommendations for improvements to create a well-functioning, reliable, and efficient infrastructure)
- Annual cybersecurity training for all staff
- Perform and record quarterly security risk assessments (<https://www.healthit.gov/topic/privacy-security-and-hipaa/security-risk-assessment-tool>)
- Quarterly meetings with administrative staff
- Cybersecurity incident mitigation, response, and remediation as well as data restoration

3.4 REQUIRED ATTACHMENTS. The following attachments must be included in bid submissions:

- References (see Exhibit 1)
- Anti-collusion statement (see Exhibit 2)
- Bid summary (see Exhibit 3)

4.0 EVALUATION AND AWARD

- 4.1 **EVALUATION.** The Board's Administrative Team shall review the proposal submissions and make recommendations to the Board. After each proposal has been evaluated, short-listing procedures will narrow the list of candidates to those determined to be best suited to meet the needs of the Board.

Each of these selected respondents may then be invited to an interview at which time they will be given an opportunity to present their proposal, demonstrate their products, and to answer questions from the Administrative Team. The Administrative Team may choose to visit a project site from the reference list. The proposals will be evaluated based in part, but not limited to, the following criteria:

- Price
- References
- Quality of materials/services proposed
- Company experience and expertise

During the evaluation process, discussions may be conducted with respondents who have submitted proposals determined to be reasonably susceptible of being selected for an award. Discussions may cover cost, method, and other relevant factors. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers.

- 4.2 **AWARD.** This RFP does not require the Board to make an award to the respondent submitting the lowest priced proposal or to any of the respondents. It is the intent of the Board to obtain information as complete as possible from each respondent as will enable the Board to identify the proposal that best meets the needs of the Board while remaining within the price range of available financial resources.

EXHIBIT 1
RFP NUMBER 2024-1
IT INFRASTRUCTURE SERVICES AND SUPPORTS

REFERENCES

To be considered qualified by the Board for the work contemplated herein, the respondent must have completed projects of similar size and scope. For the purpose of verifying quality of service, please list customer references that the Board may contact.

REFERENCE ONE

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE TWO

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE THREE

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE FOUR

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

REFERENCE FIVE

Owner Name: _____ City/State: _____

Contact Person/Title: _____

Phone/Email: _____ Contract Period: _____

Scope of Work: _____

EXHIBIT 2

ANTI-COLLUSION STATEMENT

STATE OF _____)

COUNTY OF _____)

_____ Being first

Duly sworn, deposes and says that he/she is _____ (title of person
signing)

of _____

(Name of Bidder)

That all statements made and facts set out in the proposal for the attached bid are true and correct; and that the bidder (The person, firm, association, or corporation making said bid) has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with such bid of any contract which result from its acceptance.

Affiant further certifies that bidder is not financially interested in, or financially affiliated with, any other bidder for the attached bid.

(BY) _____

(BY) _____

Sworn to before me this _____ day of _____, 20 ____

Notary Public

My Commission expires: _____

EXHIBIT 3

Bid Summary

Item Numbers

1. Monthly IT management/administration (ongoing monthly service plan):
 - a. Systems maintenance
 - b. Systems repairs (employee reported issues – i.e. work tickets)
 - c. Systems monitoring
 - d. Systems updates
 - e. Test and maintain network integrity
 - f. Perform periodic systems and database security testing
 - g. Systems security analysis data gathering, provide recommendations, and document security testing/findings/recommendations (i.e. summary reports)
 - h. General technical support

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

2. Hardware and software installation, replacement, and/or repairs

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

3. Shredding of obsolete or unused hard drives and other physical data storage devices

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

4. Reconfiguring laptops and other hardware/software for new employees or reassignment to different employees (includes “cleaning” the laptop)

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

5. IT Strategy & Consulting (ongoing analysis/recommendation of technology needs, policy changes, and procedure changes as well as consultative services for the purchase of new hardware and/or software)

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

6. Networking support and VoIP (ongoing analysis and recommendations for improvements to create a well-functioning, reliable, and efficient infrastructure)

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

7. Annual cybersecurity training for all staff

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

8. Perform and record quarterly security risk assessments (<https://www.healthit.gov/topic/privacy-security-and-hipaa/security-risk-assessment-tool>)

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

9. Quarterly meetings with administrative staff

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

10. Cybersecurity incident mitigation, response, and remediation as well as data restoration

Flat/Monthly Fee: _____ Hourly Fee: _____ Other Fee: _____

Please list any other information pertinent to the services you are proposing: