

Jefferson County Health Department

RFP 2026-03

Invitation for Bid: IT Managed Service Provider (MSP)

The Jefferson County Health Department (JCHD) is soliciting sealed bids for proposals for Managed Service Provider.

Bid packets are available online at the JCHD website at www.jeffcohealth.org. Bid packets are also available Monday through Friday between the hours of 8:00 a.m. and 5:30 p.m. at the Jefferson County Health Department, 1515 Peachtree Plaza Ct, Hillsboro, MO 63050.

Sealed bids with proposals must be delivered in a sealed envelope marked "IT Managed Service Provider (MSP) 2026-03" to: **Jefferson County Health Department
1515 Peach Tree Plaza Ct.
Hillsboro, MO 63050**

Bid Package available between the hours of 8:00 a.m. and 5:30 p.m., Monday-Friday
From October 19, 2026 to November 18, 2026

Sealed Bids accepted between the hours of 8:00 a.m. and 5:30 p.m., Monday-Friday
From October 19, 2026 to November 18, 2026

Sealed Bids must be received no later than: **November 18, 2026**

Additional Information Contact: Attn: Steven Ferry, communications@jeffcohealth.org

Bids with proposals received after 2:00 p.m. CST on November 18, 2026 will not be considered. Bids will be opened during the November 19, 2026 JCHD Board Meeting.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.

General Information

Jefferson County Health Department, JCHD, reserves the right to evaluate each bid to select the bid which, in the Department's sole judgment, best meets its requirements.

This request for bid creates no obligation on the part of the Department to award a contract or to compensate any applicant for any costs incurred during proposal presentation, response, submission, or oral interviews (if held). The Department reserves the right to award a contract based upon proposals received without further discussion or negotiation or to cancel, in part or in its entirety, this request for bid, if the Department determines that it would be in its best interests to do so. The JCHD reserves the right to accept or reject any or all bids, to waive variations, irregularities, or formalities in the bidding process, and to negotiate charges, additions, or deletions and to award the contract to the bidder that best meets its requirements.

The Jefferson County Health Department hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement. Minority business entities will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the basis of race, color, or national origin in consideration for an award.

If additional information is needed, contact Steve Ferry @ 636-797-3737. **Such contact shall be for clarification purposes only.**

Electronic or faxed proposals will not be accepted.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



1. Introduction and Background

Jefferson County Health Department ("JCHD" or the "Department") is issuing this Request for Proposal (RFP) to select a qualified Managed Services Provider ("MSP" or "Vendor") to deliver comprehensive managed information technology services. The Department seeks a long-term, accountable technology partner capable of supporting day-to-day operations, protecting sensitive data, and advancing the Department's use of modern automation and artificial intelligence.

As a public health agency, JCHD creates, receives, maintains, and transmits Protected Health Information (PHI) and is a Covered Entity under the Health Insurance Portability and Accountability Act (HIPAA). Any selected Vendor will function as a Business Associate and must operate a security program aligned to a recognized framework such as the NIST Cybersecurity Framework (CSF) in support of HIPAA compliance.

Jefferson County Health Department is a political subdivision in the State of Missouri and is governed by an elected 5-member Board of Trustees. JCHD receives funding from county tax for establishment, maintenance, management, and operation of a Public Health Center for the improvement of the health and safety of all residents in Jefferson County. JCHD has the authority to enter into contracts and agreements with Federal, State, County, School, Municipal Governments, private individuals, partnerships, firms, associations, and corporations for the furtherance of health-related activities.

Administrative offices and most records are located at 1515 Peachtree Plaza Ct, Hillsboro, Missouri. Other locations include mobile health and dental units, and the Arnold office located at 1818 Londell Road, Arnold, Missouri.

2. Purpose of the RFP

The purpose of this RFP is to identify the best-fit MSP to provide reliable, secure, and responsive managed IT services for the Department. The selected Vendor must be able to:

- Work as a co-managed solution with JCHD Internal IT Staff.
- Provide responsive help desk and end-user support across all Department sites and remote staff.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.

- Proactively monitor, maintain, and secure the Department's network, endpoints, and servers.
- Support secure onboarding and offboarding of staff and standardize identity and access management.
- Maintain a HIPAA-aligned security program mapped to the NIST CSF or equivalent framework.
- Deliver strategic technology consulting and budget/roadmap planning to Department leadership.
- Enable modern efficiency through Artificial Intelligence (AI) and automation services as well as AI Governance.

Respondents should clearly identify which services are delivered directly, which are delivered through partners or subcontractors, and which fall outside their standard service model.

3. Preferred Vendor Profile and Business Requirements

The Department is seeking a partner that meets the following preferred-vendor characteristics. Respondents must address each item and clearly note any exceptions.

3.1 Locally owned and operated MSP

The Department prefers a locally owned and operated MSP with a physical presence in the region and the ability to provide timely on-site support. Please describe:

- Company ownership structure and headquarters/local office location(s).
- Years in business under current ownership and total years providing managed IT services.
- Proximity to Department sites and typical onsite response capability.
- Locally based staff who would be assigned to the Department account.

3.2 AI and Automation Services

The Department is seeking a forward-looking partner able to deliver measurable efficiency through artificial intelligence and automation. Please describe your capabilities in:

- Automation of routine IT operations (e.g., patching, provisioning, alerting, remediation, reporting).



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.

- Secure, governed use of AI tools for productivity, documentation, and end-user support.
- Workflow and business-process automation, including integration across systems.
- Your approach to AI governance, data privacy, and responsible-use policies in a HIPAA environment.

3.3 Security and Compliance Framework (NIST CSF/HIPAA)

The selected Vendor must maintain a documented cybersecurity program aligned to the NIST Cybersecurity Framework (CSF) or a comparable recognized framework in support of HIPAA compliance. Please describe:

- The framework(s) your program aligns to (e.g., NIST CSF 2.0, CIS Controls, HITRUST) and current maturity.
- Your experience supporting HIPAA-regulated or public-sector clients and willingness to execute a Business Associate Agreement (BAA).
- Any independent certifications, attestations, or third-party assessments (e.g., SOC 2, CMMC progress).

3.4 Company Information to Provide

Each respondent should include the following business-profile information:

- Legal company name, address, primary contact, phone, email, and website.
- Ownership, years in business, number of employees, and size of support/help desk team.
- Service territory and description of local presence.
- Relevant certifications, partnerships, and framework alignments.
- Financial stability statement and evidence of continuity/bench strength (no single-person dependency).

4. Current Technology Environment

The following table describes the Department's current environment. JCHD will complete the quantities below prior to or during the RFP process; respondents may request clarification through the vendor-questions process. Pricing and staffing proposals should be based on this environment.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.

Environment Item	Quantity / Details (Approximations)
Total End Users (staff requiring support)	67
Windows PCs / Laptops	83
Mac Computers	N/A
iOS / Mobile Devices	65
Servers (physical and virtual)	1
Backup & Disaster Recovery (BCDR) Solution	DATTO Backup Solution
Physical Sites / Locations	2 Brick and Mortar 2 Mobile Units
Domains (Active Directory / email / web)	1 Domain
Additional infrastructure (firewalls, switches, Wi-Fi, cloud tenants) — specify	Watchguard Firewalls in all 4 Locations. Unify Switches, Dell Switches, Watchguard AP's and Unify AP's. Office 365. Dell Server/DC.
Additional Applications/Vendors	EHR: CureMD and Curve Dental E-Government software: CitizenServe ISP: Spectrum and ATT Circuits VOIP: Fluentstream

5. Scope of Services Required

Respondents should confirm their ability to provide each of the following services and describe their approach, tools, staffing, and any items considered add-ons.

5.1 Help Desk Support

- Single point of contact for end-user support via phone, email, portal, and chat.
- Coverage hours — state standard business-hours coverage and after-hours/emergency availability, including any 24/7 options.
- Ticketing and tracking with transparent status, categorization, and prioritization.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
 Prevent. Promote. Protect.

- Escalation path from Tier 1 through senior engineering, with defined response targets.

5.2 Network Monitoring and Management

- Proactive monitoring of network, servers, endpoints, and critical services with automated alerting.
- Patch and update management for operating systems, firmware, and applications.
- Performance and capacity monitoring, with remediation of issues before they impact users.
- Firewall, switch, and wireless oversight, including configuration management and change control.

5.3 User Onboarding and Offboarding

- New-user provisioning — accounts, licensing, hardware imaging, access, and MFA enrollment within a defined timeline.
- Offboarding — timely account disablement, access revocation, data retention, and device recovery to protect PHI.
- Identity and access management with least-privilege and role-based access controls.
- Documented, repeatable processes and reporting on all onboarding/offboarding actions.

5.4 National/Remote Support

- Remote support for all staff regardless of location, including any nationally distributed or teleworking users.
- Secure remote access tooling with logging and access controls appropriate to a HIPAA environment.
- Consistent service levels for remote users equivalent to onsite users.

5.5 Onsite Support

- Scheduled and on-demand onsite support at Department locations for issues that cannot be resolved remotely.
- Defined onsite response times for standard and emergency situations.



- Hands-on support for hardware, network infrastructure, new-site setup, and projects.

5.6 Strategic Consulting (vCIO)

- Virtual CIO / technology advisory services with regular business reviews.
- Technology roadmap and budget planning aligned to Department goals and grant/regulatory requirements.
- Plain-language reporting suitable for Department leadership and governing boards.
- Risk, compliance, and lifecycle recommendations, including standardization and modernization guidance.

5.7 Real-Time IT Dashboard

- A real-time dashboard providing the Department visibility into ticket status, SLA performance, device health, patch status, backup status, and security posture.
- Self-service reporting and scheduled executive reporting.
- Transparent metrics that allow the Department to hold the Vendor accountable to agreed service levels.

5.8 End-User Knowledge Base

- A knowledge base for end users with how-to articles, self-service guides, and FAQs.
- Maintained and current content, searchable and accessible to Department staff.
- Onboarding and training materials to support adoption of Department tools and security practices.

5.9 Vendor Management

- Coordination and management of third-party technology vendors (e.g., ISPs, telephony, line-of-business and EHR/public-health application vendors, hardware and warranty providers) on the Department's behalf.
- Single point of accountability for escalation and resolution across vendors.



- Documentation of vendor contacts, contracts, renewals, and support entitlements.

6. Security, Privacy, and HIPAA Compliance

The Department requires a security program aligned to the NIST Cybersecurity Framework (CSF) 2.0 (or a comparable recognized framework) in support of HIPAA. The framework organizes security into six core functions. Respondents should describe how their managed service maps to each function.

NIST CSF 2.0 Function	Vendor Program Expectations
Govern	Documented security policies, acceptable-use policy, and client onboarding risk assessments; risk posture and threat landscape reviewed by leadership on a recurring basis.
Identify	Inventory of hardware, software, and data; tracking of end-of-life/end-of-support systems; recurring vulnerability assessments; and review of privileged accounts against a benchmarked baseline.
Protect	Layered defenses across identities, endpoints, network, and data — endpoint protection (EDR/MDR), enforced MFA for remote access, automated patch management, privileged-access management, and ongoing security-awareness and phishing-simulation training.
Detect	24/7 monitoring of endpoints and identities with centralized logging, automated alerting on suspicious activity, and dark-web monitoring for exposed credentials.
Respond	A documented incident-response plan with escalation runbooks for ransomware, phishing, and account compromise; a defined response team and communication channels; and post-incident reviews.
Recover	A documented business-continuity plan, encrypted immutable offsite backups on a tiered retention schedule, annual disaster-recovery testing, and documentation updates after significant events.



6.1 HIPAA and Data Protection Requirements

- Business Associate Agreement (BAA) — the Vendor must execute a BAA and comply with the HIPAA Security and Privacy Rules.
- Administrative, physical, and technical safeguards for all systems that create, receive, maintain, or transmit PHI.
- Encryption of data in transit and at rest, and secure disposal of media and devices.
- Access controls and audit logging with least-privilege and regular access reviews.
- Breach notification procedures consistent with HIPAA and applicable state law.

7. Personnel Vetting, Background Checks, and Insurance

7.1 Background Check Process

Because Vendor personnel will have access to Department systems and PHI, the Department requires a documented background-check process. Please describe:

- Pre-employment and periodic background screening performed on staff, consultants, and subcontractors with access to Department systems or data.
- The scope of screening (criminal history, identity verification, and any healthcare-specific checks such as OIG/exclusion screening).
- Confidentiality and acceptable-use agreements signed by all assigned personnel.
- Your ability to provide attestation of completed background checks upon request.

7.2 Certificate of Insurance (COI)

The selected Vendor must maintain insurance and provide a Certificate of Insurance naming Jefferson County Health Department as an additional insured on the CGL and Cyber Liability Policies, and all other applicable policies. Coverage must continue two (2) years post-termination. Vendor must provide a 30-day advance notice of cancellation/non-renewal of policies. Vendor shall deliver a COI before contract execution and upon each renewal. Minimum coverage requirements (to be confirmed by JCHD):



Coverage Type	Minimum Limit
Commercial General Liability	[\$1,000,000 per occurrence / \$2,000,000 aggregate]
Professional Liability (Errors & Omissions)	[\$1,000,000]
Cyber Liability	[\$1,000,000]
Workers' Compensation	[Statutory]
Employer's Liability	[\$500,000]
Automobile Liability	[\$25,000]

7.3 Confidentiality and Professional Conduct

All Vendor representatives, consultants, and subcontractors must maintain confidentiality and conduct themselves with professionalism, discretion, and sound judgment when interacting with Department leadership, staff, and the public.

8. Service Level Agreements (SLAs)

The Department expects clearly defined service levels. The following priority framework represents the Department's expectations; respondents must confirm they can meet or exceed these targets or propose alternatives in their standard SLA. Suggested targets in brackets are for illustration and will be finalized in the agreement.

Priority	Description / Examples	Target Response	Target Update/Resolution
P1 – Critical	Site or critical system down; security incident; PHI at risk; multiple users unable to work.	[15 min]	[ASAP / continuous]
P2 – High	Significant impact to a group or a critical service; single critical user down.	[1 hour]	[4 hours]
P3 – Medium	Limited impact; single user; workaround available.	[4 hours]	[1–2 business days]



P4 – Low	Service requests, how-to questions, scheduled changes.	[1 business day]	[As scheduled]
----------	--	------------------	----------------

- Uptime / availability targets for monitored infrastructure and critical services (state your standard commitment).
- Reporting of SLA performance through the real-time dashboard and periodic reviews.
- Remedies — describe any service credits or remedies for missed SLAs.

9. Sample Agreements and SLAs

Respondents must include the following sample documents as attachments so the Department can review standard terms prior to award:

- Sample Master Services Agreement (MSA).
- Acknowledgment that the selected Vendor will execute JCHD's standard Business Associate Agreement (BAA); respondents should confirm willingness to do so and identify any anticipated concerns
- Sample Statement of Work (SOW) or service schedule.
- Sample Service Level Agreement (SLA) with response/resolution commitments.
- Sample onboarding/transition plan (e.g., 30/60/90-day).

The Department reserves the right to negotiate terms, including scope, pricing, service levels, and data-ownership provisions, with one or more respondents.

10. References

Please provide at least three references, preferably from healthcare, public health, government, or other HIPAA-regulated organizations of similar size and complexity. For each reference, provide organization name, contact name and title, phone and email, services provided, and length of the relationship.

11. Pricing and Cost Proposal

Provide clear, transparent pricing that matches the proposed service model. Pricing should include, as applicable:

- One-time onboarding/transition and assessment fees.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
 Prevent. Promote. Protect.

- Recurring monthly managed-services fees (per user, per device, or flat), with a clear description of what is included.
- Security and compliance services, if priced separately.
- AI and automation services, if priced separately.
- Onsite support, after-hours support, and project rates.
- Hardware/software procurement, licensing, and any markup, reseller margin, or referral arrangements.
- Minimum term, renewal terms, and any early-termination provisions.

12. Proposal Format and Required Content

To allow fair evaluation, proposals should be organized in the following order:

- Cover letter and executive summary.
- Business profile and preferred-vendor requirements (Section 3).
- Proposed approach to the scope of services (Section 5).
- Security, HIPAA, and NIST CSF alignment (Section 6).
- Personnel vetting, background checks, and insurance (Section 7).
- Proposed SLAs and sample agreements (Sections 8–9).
- References (Section 10).
- Pricing (Section 11).
- Responses to the required questions (Appendix A).

13. Evaluation Criteria

The organization will evaluate the bids and include the following agency priorities.

Priorities	
Understanding of scope and HIPAA / public-health environment	
Security and compliance (NIST CSF/HIPAA, background checks, insurance)	
Technical approach and service model (help desk, monitoring, on/offboarding, onsite/remote)	
Local ownership and onsite responsiveness	
AI and automation capability	



ConnectWise / IT Glue alignment, real-time dashboard, and knowledge base	
SLAs and sample agreements	
References and past performance	
Pricing and overall value	



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
 Prevent. Promote. Protect.

Appendix A: Required Vendor Response Questions

Please respond to each of the following in your proposal:

1. Are you a locally owned and operated MSP? Describe your ownership, local office(s), and onsite response capability.
2. Describe your AI and automation services and how they would benefit the Department in a HIPAA environment.
3. Which security framework(s) does your program align to (e.g., NIST CSF 2.0)? How does that alignment support HIPAA compliance?
4. Will you execute a Business Associate Agreement (BAA)? Summarize your HIPAA safeguards.
5. Describe your help desk model, coverage hours, and escalation process.
6. Describe your approach to network monitoring, patching, and proactive maintenance.
7. Describe your onboarding and offboarding processes and typical timelines.
8. How do you deliver consistent support to remote and nationally distributed users?
9. Describe your onsite support model and response times.
10. Describe your strategic consulting / vCIO services and reporting to leadership.
11. Describe the real-time IT dashboard the Department would receive and the metrics it provides.
12. Describe your end-user knowledge base and self-service resources.
13. Describe how you manage third-party technology vendors on a client's behalf.
14. Describe your personnel background-check process and confidentiality obligations.
15. Provide your insurance coverage and confirm ability to name JCHD as additional insured.
16. Describe your standard SLAs and any service credits for missed targets.
17. Describe your continuity/bench strength so the Department is not dependent on a single individual.



Appendix B: Bids Totaling Over \$75,000

Not less than the prevailing hourly rate of wages, as set out in the wage order attached to and made part of the specification for work under the contract, shall be paid to all workers performing work under the contract.

The contractor will forfeit a penalty to the contracting public body of \$100 per day (or portion of a day) for each worker that is paid less than the prevailing rate for any work done under the contract by the contractor or any subcontractor.

The contractor and all subcontractors to the contract must require all on-site employees to complete the ten-hour construction safety training program required under section 292.675, RSMo, unless they have previously completed the program and have documentation of having done so.

The contractor will forfeit a penalty to the contracting public body of \$2500 plus an additional \$100 for each employee employed by the contractor or subcontractor, for each calendar day, or portion thereof, such employee is employed without the required training.

While work is being performed, the contractor will provide records to the contracting public body of proper payment of employee wages.

A legible list of all prevailing wage rates must remain posted in a prominent and easily accessible place at the worksite by each contractor or subcontractor on the project the entire time that any worker is employed on the job.

Before the final payment can be made, the contractor and any subcontractor must file an Affidavit of Compliance form PW-4 with the contracting public body. The affidavit must state the party has fully complied with the Missouri Prevailing Wage Law and provide verification to the contracting public body that the correct wages were paid. No payment can be legally made by the public body to the contractor(s) until the affidavit is filed in proper form and order with the public body.

Special Equipment:

If necessary, the installer will need to provide any special equipment needed to conduct the installation.



Lien Release:

Lien releases must be provided.

Compliance:

Compliance is required for all work taken place on JCHD Property, JCHD agency security and public health provisions. If subcontractors are to be used, they must comply with the provisions of this bid and the scope of work. A listing of subcontractors must be provided with this bid.



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.

Appendix C: Bid Cover Sheet

The information below on this RFP must be completed and returned with the bid.

Name of Dealer: _____

Signature of Agent: _____

Print Agent Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

SUBCONTRACTOR LISTING:

1. BUSINESS OR ENTITY NAME: _____

BUSINESS OR ENTITY ADDRESS: _____

BUSINESS OR ENTITY PHONE NUMBER: _____

DATE INSTALLED: _____

2. BUSINESS OR ENTITY NAME: _____

BUSINESS OR ENTITY ADDRESS: _____

BUSINESS OR ENTITY PHONE NUMBER: _____

DATE INSTALLED: _____

3. BUSINESS OR ENTITY NAME: _____

BUSINESS OR ENTITY ADDRESS: _____

BUSINESS OR ENTITY PHONE NUMBER: _____

DATE INSTALLED: _____



Jefferson County Health Department
1515 Peach Tree Plaza Ct., Hillsboro, MO 63050
Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.