Jefferson County Health Department

RFP 2026-03- Invitation for Bid: IT Managed Service Provider (MSP)

Frequently Asked Questions

This FAQ will be updated as more questions are received. *

- **Question:** Section 3.1 describes a locally owned and operated MSP as preferred. Is local ownership or a regional office a mandatory qualification, or an evaluated preference?
    - **Answer:** While JCHD prefers locally owned and operated vendors, all bids will be considered for IT Managed Services.
- **Question:** What onsite response times are required for standard, high-priority, and emergency incidents?
    - **Answer:** Please refer to Section 8 of the RFP for the required response times.
- **Question:** Is ConnectWise a mandatory platform?
    - **Answer:** ConnectWise / IT Glue alignment is not a contractual requirement. ConnectWise is the platform currently used by JCHD's internal IT staff. An equivalent PSA/documentation platform is acceptable, provided it gives JCHD IT staff visibility into tickets submitted to the MSP and includes a dashboard for reviewing open tickets and projects with the MSP.
- **Question:** Is the sealed paper bid the only accepted format?
    - **Answer:** Sealed Paper Bids are the only acceptable format. These can be delivered via FedEx, UPS, or delivered in person to our front desk at 1515 Peachtree Plaza Ct, Hillsboro, MO 63050
- **Question:** Does the selected MSP need to supply Microsoft 365 licensing, RMM, EDR/MDR, SIEM/SOC, email security, DNS filtering, security-awareness training, vulnerability scanning, and dark-web monitoring, or should any current platforms be retained?
    - **Answer:** JCHD handles Microsoft 365 Licensing internally but may require assistance at times with Azure and other integrations. MSP would supply the RMM, EDR/MDR, SIEM/SOC, email security such as Barracuda, DNS Filtering, Security Awareness Training, Vulnerability Scanning, and Dark Web Monitoring.
- **Question:** What is the anticipated contract start date and initial term?
    - **Answer:** Currently, we don't have an anticipated start date or initial term. This will depend on how many bids are received and the length of the internal review of the bids received.

- **Question:** How does the "Appendix B" Section apply to the Managed Services RFP?
  - **Answer:** Appendix B is a standard JCHD provision included in all solicitations that may exceed $75,000. Under Missouri law, prevailing wage, certified payroll, and the 10-hour OSHA construction safety training requirements apply only to workers directly employed in actual construction work on the site of a public works project. These requirements cover construction, reconstruction, improvement, enlargement, alteration, painting and decorating, or major repair. They do not apply to remote or onsite managed IT services, help desk support, monitoring, or software administration. If a vendor's proposal includes on-site installation of new cabling, low-voltage wiring, or other physical alteration of a JCHD facility, and the total cost of that construction project exceeds $75,000, the requirements of Appendix B will apply to the workers performing that construction work. Vendors should identify any such work separately in their proposals. See §§ 290.210, 290.230, and 292.675, RSMo; 8 CSR 30-3.020.