

**YANKTON COUNTY SD**  
**REQUEST FOR PROPOSAL**  
**RFP #: 2025 - 1**

**For: Information Technology (IT) Services**

Yankton County SD seeks proposals from qualified firms to provide full-service support for desktop, networking, backup and recovery, Chief Information Officer/IT Management Services (CIO) support, and on-demand services.

This document constitutes a Request for Proposal (“RFP”), in a competitive format, from qualified firms. This request is an offer by Yankton County to underwrite, in accordance with the terms and conditions of this RFP, the services proposed by the successful firm(s), by contract.

The respondents (“Proposers”) to this RFP shall provide a proposal, in accordance with the terms and conditions set forth herein, to provide the services to Yankton County that are described in the Scope of Work.

**Project Overview**

Yankton County SD is seeking an Information Technology (“IT”) firm to provide all aspects of IT Support services. This includes CIO services in lieu of having Yankton County staff performing that function, as well as all aspects of desktop and network support for all technological aspects of Yankton County.

**Scope of Work**

The scope of the services for which this solicitation is issued is provided below. The County recognizes the changing environment of the technology space and expects that this scope will evolve over the duration of the engagement to match changes in hardware, software, and practices.

The successful Proposer will be required to work closely with County staff on coordination of services.

With respect to the CIO activities described in section 1 below, it is expected that the selected Proposer will meet as needed with the County as frequently as needed to address any and all emerging issues. The selected Proposer will also be responsible for performing the desktop support activities described in section 2 below and the additional activities described in section 3 below.

1. CIO / IT Management Services
  - i. Strategy - Provide advice and counsel related to technology needs and trends.
    - Cybersecurity
    - Data retention

- User education / training
- Collaboration tools
- Appropriate and effective use of cloud resources.
- ii. IT Governance - Review and provide input to policies and procedures.
  - Acceptable internet use
  - Use of personal computers and phones
  - Email Spam Filtering
  - Offsite and on-premises Backups for Disaster Recovery
- iii. Cybersecurity guidance and ongoing support
  - CMMC knowledge and participation with Registered Practitioner on staff
  - Provide proactive guidance on emerging technologies and practices.
  - Participate in committees with external parties (government and private sector) as subject matter experts.
  - Awareness training
  - Cyber insurance renewals
  - NIST assessments
  - Perform annual penetration tests.
  - Perform quarterly password audits.
  - Address emerging trends and techniques to be applied.
- iv. Government-specific knowledge
  - Manage government Office 365 tenants.
  - Assist with responding to federal grants.
  - Maintain and support special retention policies for all data.
  - Implement email and file search strategies across active tenants and archives for public records discovery.
  - IT Infrastructure Evolution - Develop recommendations for hardware and services selection to support improvements (on premise and cloud) Desktops.
  - Portable computers
  - Printers
  - Tablets
  - Servers (cloud and/or on premise)
  - Networking Equipment
  - Provision/maintain integrations between on-site and cloud-based infrastructure.
- v. Identify modern technology for efficiencies, ergonomics, and security.
  - Cell Phones
  - Email scanning
  - Web filtering
  - Endpoint protection
- vi. Strategic Guidance and Project Advising.

- Assist in annual IT budgeting.
  - Assist in IT infrastructure planning.
  - Planning for office move and/or redesigns.
  - New Grant programs
  - Design and support for special purpose entities.
- vii. Software Selection and business process advising
- Accounting integration software
  - Review of CRM platforms and upgrades
  - Reporting needs
  - Project Management software
  - Office 365
2. Helpdesk Support
- i. Local user Support
- On-site support at the County's office (minimum to be determined)
  - Provide remote support when not on-site.
  - Workstation troubleshooting, upgrade, and repair
  - Tablet and cell phone troubleshooting and setup.
  - Determining required hardware specifications and ordering hardware and software
  - Installation of new computers, servers, Network equipment, monitors, peripherals
  - Handle intrusions (viruses, spam, malware)
  - Printer Setups maintaining Print Server(s).
  - Perform Onboardings and terminations.
- ii. Infrastructure upkeep / upgrade
- Physical servers
  - Storage Area Network (SAN)
  - Update Operating Systems (PCs, Macs, and Servers)
  - Update Tablets and Cell Phones Operating Systems
  - Monitoring data backups
  - Monitor and manage WAN/LAN performance & stability (Firewall & Wi-Fi access points)
  - Upgrading firmware on network equipment
  - Physical server room upkeep and support
    - APC Battery backups
- iii. Manage Disaster recovery and data retention.
- Local and cloud backup of servers
  - Perform periodic test restores of server and Microsoft 365 backups.
- iv. Training
- Phishing Training/Testing
  - Office365, OneDrive, SharePoint, Teams

- Cybersecurity best practices
- AI best practices
- v. License and warranty management
  - Office 365
  - Adobe Cloud
  - Servers
  - Server Operating System-
  - Need to update list.
- 3. Servers Warranty Additional Services
  1. Perform on demand emergent services when requested and authorized by Yankton County.
  2. Phishing Training/Testing
  3. SSL certificates for websites
- i. Software Development
  - Manage custom software and integrations.
- ii. Project management and implementation
  - New Entities
  - Special programs/projects
  - Website & Digital Marketing provide ad hoc technical support, development, and enhancements for websites.
  - Perform Search Engine Optimization tasks.
  - Administer and invoice for passthrough products and subscriptions:
    1. Web and email domains
    2. Software/Hardware, and subscriptions for departments
      - LIST

### **Qualifications**

Firms responding to this solicitation shall have a minimum of 10 years of experience working with similar sized organizations, including governmental and quasi-governmental agencies. The staff proposed for the effort shall be employees of the respondent and not contracted services (1099 employees). Special projects authorized during the term, by a separate work-order, may propose contractors and will be subject to the approval of Yankton County prior to commencement.

NOTE: Remote work proposed under this solicitation shall be performed in the United States. ‘Off-Shore’ remote work will not be allowed.

### **Project Timeline**

This engagement is contemplated to be a three-year contract with three (3) one-year extension options, at the discretion of the County. The contract is subject to receipt of the annual appropriation,

The successful Proposer will enter into a contract for services with the County. The duration of the initial contract between the County and the successful Proposer is expected to begin June 16, 2025.

**Budget**

Firms responding to this RFP shall provide a monthly rate for desktop support and a monthly rate for the CIO / IT Management Services Function. Additionally, Proposers shall provide a personnel schedule which includes job title and billing rate for any work which may be undertaken under this contract, whether described above or not yet contemplated. Travel and related expenses are not contemplated for this engagement.

If the Proposer contemplates any purchases or pass-through charges during the engagement, any mark-up rate above actual cost shall be identified as a separate line item in the budget. The County reserves the right to adjust both the budget and related services.

Finally, any pass-through charges for software, services, supplies, or equipment authorized under this contract shall be reimbursed after presenting Yankton County with an itemized invoice and proof that payment has been made.

**Criteria for Selection**

Responsive proposals for this RFP will be evaluated according to the Evaluation Criteria outlined below. The Proposer with the highest score will be selected as per the Yankton County’s purchasing guidelines.

**EVALUATION CRITERIA**

	<b>Points</b>
<p><b>OVERALL EXPERIENCE OF COMPANY &amp; DEMONSTRATED RESULTS</b></p> <p>Our evaluation will include an assessment of the history of your company, your experience as it relates to the requirements within this RFP, evidence of past performance, quality and relevance of past work, references, and related items.</p>	25
<p><b>QUALIFICATIONS OF PERSONNEL</b></p> <p>Our evaluation will include an assessment of the qualifications and experience of your managerial team, staff, subcontractors, as it relates to the requirements within this RFP and related items.</p>	35
<p><b>STRATEGIC THINKING/PLANNING APPROACH</b></p> <p>Overall approach and strategy described/outlined in the proposal and firm capacity to perform the engagement within the specified timeframe (prior experience of the firm in meeting timelines will be factored in here)</p>	10

<b>BUDGET APPROACH/COST EFFECTIVENESS</b>	30
Effective and efficient delivery of quality services is demonstrated in relation to the budget allocation. The allocation is reasonable and appropriate.	
Total	100

***NOTE:** Designated County staff or selected advisors will evaluate the written proposals. The County may at any time during the evaluation process seek clarification from Proposers regarding any information contained within their proposal. Final scores for each respondent will reflect a consensus of the evaluations. Any attempt by a Proposer to contact a member of County staff or selected advisors outside the RFP process, in an attempt to gain knowledge or an advantage, may result in disqualification of Proposer.*

### **Instructions and Notifications to Proposers**

1. Potential proposers are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals that depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or providing oral or written clarification of its content, shall be borne by the proposer. The County assumes no responsibility for such costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the date set for submission of proposals.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals that are submitted late, misdirected, or sent to the incorrect email address will not be accepted.
7. All proposals should identify the proposed team of professionals, including those employed by subcontractors, if any, along with respective areas of expertise and relevant credentials. Proposer should also provide a delineation of the portion of the scope of work for which each of these professionals will be responsible.
8. All proposals should include the proposer's FEIN or Social Security number as evidenced by a W9, downloadable from <https://www.irs.gov/pub/irs-pdf/fw9.pdf>
9. The purchase of services under an award made pursuant to this RFP will be contingent on the

availability of funds and made at the discretion of the County.

10. Awarding this RFP is based on the Evaluation Criteria set forth in this RFP. Vendors are advised, however, that all materials and ideas submitted as part of this proposal and during the performance of any award shall be the property of and owned by Yankton County, which may use such materials and ideas.

11. The County reserves the right to award to one or more Proposers.

### **Proposal Requirements**

In order to be considered responsive, proposals must at a minimum contain the following:

#### Technical Proposal Elements

1. Description of the proposed approach and work plan. Activities and timelines should be specific, measurable, achievable, realistic, and time oriented. Include a timeline of major tasks and milestones.
2. Person who will be the primary point of contact with Yankton County.
3. Qualifications of the Proposer to provide the requested services including capability, capacity, similar complex projects and related experience and client references. Certification of availability of individuals in proposal.
4. A listing of the staff to be assigned to this engagement and their respective qualifications, past experience on engagements of this scope including resumes, and their role in those past engagements.
5. A description of the outcome monitoring and evaluation plan including a list of tools to track process, output, and outcome measures for each component of the application.

### **Proposal Submission**

Responses to this RFP must be received as follows:

One (1) electronic (PDF) version must be provided by email to [RyanH@co.yankton.sd.us](mailto:RyanH@co.yankton.sd.us) by **11:59 pm on May 16, 2025**. Submissions that are late, misdirected or sent to the incorrect email address will not be accepted.

**Note: To ensure transparency, no phone calls pertaining to this RFP will be accepted.**

Questions, interpretations, or clarifications concerning this RFP should be directed by e-mail to [RyanH@co.yankton.sd.us](mailto:RyanH@co.yankton.sd.us) no later than 11:59 pm on May 2, 2025. Responses to questions, interpretations, or clarifications concerning this RFP will be posted online via addendum at [co.yankton.sd.us](http://co.yankton.sd.us) on May 6, 2025, to ensure equal awareness of important facts and details.

*Yankton County reserves the right to terminate this solicitation prior to entering into any agreement with any qualified firm pursuant to this Request for Proposal, and by responding hereto, no firms are vested with any rights in any way whatsoever.*

*Yankton County reserves the right to reject any or all proposals for not complying with the terms of this RFP.*

## **RFP/RFQ RESPONSE CERTIFICATION COVER FORM**

**Instruction: To fulfill your RFP/RFQ response, this form must be completed, printed, signed, and included with your submission.**

### **SECTION 1 - RESPONDENT INFORMATION**

**RFP/RFQ Number:**

**RFP/RFQ Title:**

**RFP/RFQ Respondent Name:**

**Address:**

**Telephone:**

**Fax:**

**Contact Name:**

**Contact Title:**

**Contact Email:**

### **SECTION 2 —DISCLOSURES**

**RFP/RFQ Respondents must respond to every statement. RFP/RFQ Responses submitted without a complete response may be deemed nonresponsive.**

*Indicate "Y" (Yes) or "N" (No) for Disclosures 1-4, and if "Yes," provide details below.*

\_\_\_\_ 1. State whether the Respondent, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Respondent or any parent, subsidiary, or affiliate has been subject to suspension or debarment by any federal, state, or municipal governmental authority, or the subject of criminal prosecution, or convicted of a criminal offense within the previous 5 years. If "Yes," provide details below.

\_\_\_\_ 2. State whether the Respondent, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Respondent or any parent, subsidiary, or affiliate has had any contracts with a federal, state, or municipal governmental authority terminated for any reason within the previous 5 years. If "Yes," provide details below.

\_\_\_\_ 3. State whether the Respondent, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Respondent or any parent, subsidiary, or affiliate has been fined more than \$5000 for violation(s) of any Rhode Island environmental law(s) by the Rhode Island Department of Environmental Management within the previous 5 years. If "Yes," provide details below.

\_\_\_\_ 4. State whether any officer, director, manager, stockholder, member, partner, or other owner or principal of the Respondent is serving or has served within the past two calendar years as either an appointed or elected official of Yankton County, including without limitation, any entity created as a legislative body or public or state agency by the general assembly or constitution of this state.



*Disclosure details (continue on additional sheets if necessary):*

## SECTION 3 —OWNERSHIP DISCLOSURE

**Respondents must provide all relevant information. Respondent proposals submitted without a complete response may be deemed nonresponsive.**

If the Respondent is publicly held, the Respondent may provide owner information about only those stockholders, members, partners, or other owners that hold at least 10% of the record or beneficial equity interests of the Respondent; otherwise, complete ownership disclosure is required.

List each officer, director, manager, stockholder, member, partner, or other owner or principle of the Respondent, and each intermediate parent company and the ultimate parent company of the Respondent. For each individual, provide his or her name, business address, principal occupation, position with the Respondent, and the percentage of ownership, if any, he, or she holds in the Respondent, and each intermediate parent company and the ultimate parent company of the Respondent.

## SECTION 4 —CERTIFICATIONS

**Respondents must respond to every statement. Responses submitted without a complete response may be deemed nonresponsive.**

*Indicate "Y" (Yes) or "N" (No), and if "No," provide details below.*

### THE RESPONDENT CERTIFIES THAT:

\_\_\_1. The Respondent will immediately disclose, in writing, to Yankton County any potential conflict of interest which may occur during the term of any contract awarded pursuant to this solicitation.

\_\_\_2. The Respondent possesses all licenses and anyone who will perform any work will possess all licenses required by applicable federal, state, and local law necessary to perform the requirements of any contract awarded pursuant to this solicitation and will maintain all required licenses during the term of any contract awarded pursuant to this solicitation. In the event that any required license shall lapse or be restricted or suspended, the Respondent shall immediately notify Yankton County in writing.

\_\_\_3. The Respondent will maintain all required insurance during the term of any contract pursuant to this solicitation. In the event that any required insurance shall lapse or be canceled, the Respondent will immediately notify Yankton County in writing.

\_\_\_4. The Respondent understands that falsification of any information in its RFP/RFQ response or failure to notify Yankton County of any changes in any disclosures or certifications in this Respondent Certification may be grounds for suspension, debarment, and/or prosecution for fraud.

\_\_\_5. The Respondent has not paid and will not pay any bonus, commission, fee, gratuity, or other remuneration to any employee or official of Yankton County for the purpose of obtaining an award of a contract pursuant to this solicitation. The Respondent further certifies that no bonus, commission, fee, gratuity, or other remuneration has been or will be received from any third party or paid to any third-party contingent on the award of a contract pursuant to this solicitation.

\_\_\_6. This RFP/RFQ response is not a collusive RFP/RFQ response. Neither the Respondent, nor any of its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents has in any way colluded, conspired, or agreed, directly or indirectly, with any other Respondent or person to submit a collusive response to the solicitation or to refrain from submitting response to the solicitation, or has in any manner, directly or indirectly, sought by agreement or collusion or other communication with any other Respondent or person to fix the price or prices in the response or the response of any other Respondent, or to fix any overhead, profit, or cost component of the price in the response or the response of any other Respondent, or to secure through any collusion, conspiracy, or unlawful agreement any advantage against Yankton County or any person with an interest in the contract awarded pursuant to this solicitation. The price in the response is fair and proper and is not tainted by any collusion, conspiracy, or unlawful agreement on the part of the Respondent, its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents.

\_\_\_\_7. The Respondent will comply with all of the laws that are incorporated into and/or applicable to any contract with Yankton County.

*Certification details (continue on additional sheet if necessary):*

**Submission by the Respondent of a response pursuant to this solicitation constitutes an offer to contract with Yankton County on the terms and conditions contained in this solicitation and the response. The Respondent certifies that: (1) the Respondent has reviewed this solicitation and agrees to comply with its terms and conditions; (2) the response is based on this solicitation; and (3) the information submitted in the response (including this Respondent Certification Cover Form) is accurate and complete. The Respondent acknowledges that the terms and conditions of this solicitation and the response will be incorporated into any contract awarded to the Respondent pursuant to this solicitation and the response. The person signing below represents, under penalty of perjury, that he or she is fully informed regarding the preparation and contents of this response and has been duly authorized to execute and submit this response on behalf of the Respondent.**

**RESPONDENT**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
Name of Respondent

\_\_\_\_\_  
Signature in ink

\_\_\_\_\_  
Printed name and title of person signing on behalf of Respondent