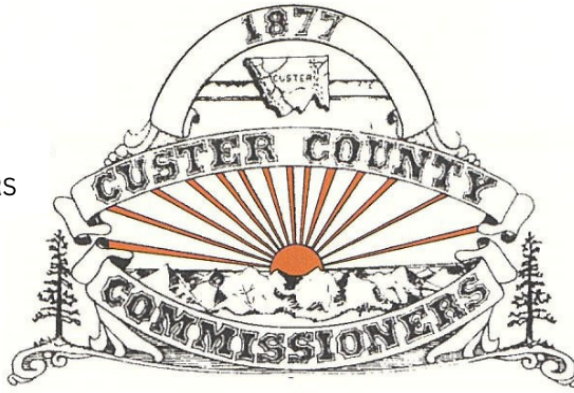


CUSTER COUNTY  
BOARD OF COUNTY COMMISSIONERS  
615 ROSITA AVENUE  
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(719) 783-9475



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# Request for Proposal (RFP)

## Contracted IT Services – Co-Managed IT Support Model

**Issued by:** Custer County Colorado

**RFP Number:** 02-2025

**Release Date:** 05-15-2025

**Proposal Due:** *Until filled*

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## 1. Introduction / Purpose

Custer County is soliciting proposals from qualified vendors to provide **contract IT services** under a **co-managed model**. The selected vendor will work in collaboration with the County's **on-site IT Technician** to deliver comprehensive support, cybersecurity, infrastructure management, and strategic consulting services. The goal is to ensure **efficient, secure, and uninterrupted IT operations** that serve all county departments and support public service delivery.

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## 2. Background

Custer County maintains diverse technology systems that support critical functions including finance, law enforcement, emergency services, administration, and public access. Currently, the County employs an **IT Technician** who provides front-line user support, hardware management, and troubleshooting for 65 users (varies). The County seeks a contract partner to provide deeper **technical resources, cybersecurity infrastructure, 24/7 help desk**, and **strategic IT planning**.

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## 3. Scope of Work

The selected vendor will deliver a **fully managed IT service package** that includes, but is not limited to:

## **A. Core IT Services**

- 24/7/365 remote help desk support (Level 1–3)
- On-site technical support (8x5 availability)
- Patch management and system updates
- Workstation and server setup & maintenance
- Printer and peripheral support
- Inventory tracking and software license management

## **B. Network & Infrastructure Support**

- Remote monitoring and management (RMM) of all devices
- Network equipment maintenance and upgrades
- Firewall and switch configuration
- VPN setup and maintenance
- Wireless network support

## **C. Cybersecurity Services**

- Managed antivirus/endpoint protection (EDR/MDR)
- 24/7 SOC/SIEM monitoring for systems and network
- Multi-factor authentication (MFA) implementation
- Email security (anti-phishing, spam filtering)
- Employee cybersecurity awareness training
- Backup and disaster recovery solutions

## **D. Strategic IT Services**

- Dedicated account manager or liaison
- Quarterly business reviews and reporting
- Project planning and consulting
- Documentation management and IT standards development
- Technology roadmap development and lifecycle planning

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# **4. Proposal Requirements**

Respondents must include the following in their proposals:

- Company overview and experience in government-sector IT services

- Detailed description of service delivery model (including support hours and staffing)
- Description of cybersecurity tools, policies, and protocols
- Approach to co-managed IT environments and collaboration with in-house staff
- Three (3) references from current or recent clients
- Proposed onboarding plan and timeline
- Itemized pricing structure (monthly fees, project costs, onboarding, etc.)
- Proof of relevant certifications (e.g., SOC 2, CISSP, Microsoft, Cisco)
- Insurance certificate and liability coverage details
- Site Visit for Data Gathering (optional but encouraged) on Request

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## 5. Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

Criteria	Weight
Relevant Experience with Public Sector	20%
Technical Capabilities and Services	25%
Cybersecurity Framework and Tools	20%
Pricing Structure and Value	20%
Transition Plan & Support Model	10%
References and Reputation	5%

Short-listed vendors may be invited to present to the Board of County Commissioners prior to final selection.

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## 6. Submission Instructions

- **Deadline:** Proposals may be submitted until final selection by the BOCC
- **Submission Method:** Submissions accepted via email
- **Contact for Questions:** Vernon Roth, Director of Finance, Interim Director of IT/GIS 719-285-5614  
[vernon@custercounty-co.gov](mailto:vernon@custercounty-co.gov) [boccadmin@custercounty-co.gov](mailto:boccadmin@custercounty-co.gov)

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## 7. Terms and Conditions

- Custer County reserves the right to reject any or all proposals.
- The County may cancel this RFP at any time without penalty.

- All submitted materials become public record under the Colorado Open Records Act.
  - Any contract resulting from this RFP will require approval from the Board of County Commissioners.
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## 8. Legal

**All proposing firms shall comply with all conditions, requirements, and specifications contained herein; any departure will constitute sufficient cause for rejection of the proposal.**

The proposal must be signed by a duly authorized official of the proposing Firm submitting the proposal.

Only one (1) submittal will be accepted from any firm.

All costs quoted must be firm for a period of ninety (90) days following the opening of the proposal.

The County will not return proposals, or other information supplied to the County, to the Firm.

Submittal of a proposal shall be taken a prima facie evidence that the Firm has full knowledge of the scope, nature, quality, and quantity of work to be performed, and the detail requirements and conditions under which the work is to be performed.

The successful proposing Firm shall be prohibited from assigning or subcontracting the whole or any part of the contract without the prior written consent of the County.

The successful proposing Firm and its employees will operate as an independent contractor and will not be considered employees of the County.

The County shall be provided with and shall have the right to use all data, documents, maps, photographs, drawings and specifications resulting from the Firm's efforts on the project. Reuse of any such materials by the County on any extension of this project or any other project shall be allowed. Firm shall have the right to retain copies of all materials. Firm retains the right of ownership with respect to any patentable concepts or copyright materials arising from its services, provided that the work to be developed hereunder shall be the sole property of the County and may be copied, distributed, amended, and used by the County and others for any purpose deemed appropriate by the County.

The Firm agrees to indemnify and hold harmless Custer County, its officers and staff, from and against all liability, claims, demand, and expenses, including court costs and attorney fees, on account of injury, loss, or damage, which may arise out of or are in any manner connected with the work to be performed, if such injury, loss, or damage is caused in whole or in part by or is claimed to be caused in whole or in part by, the negligent act or omission, error, professional error, mistake, accident, or other fault of the Firm, subcontractor of the Firm, or any officer, employee, or agent of the Firm.

This Request for Proposal does not commit Custer County to award a contract, nor to pay any costs incurred by successful or unsuccessful firms in the preparation and submission of proposals in anticipation of a contract. The County reserves the right to reject any or all proposals received, to waive formalities, to cancel or change the RFP, and/or to negotiate and to award on basis other than anticipated cost to the County. The County may further choose to negotiate a contract for only a portion of the work identified in the Proposal.

## **9. Points of Contact**

Custer County Information and Technology Department:

[it@custercounty-co.gov](mailto:it@custercounty-co.gov)

Custer County Commissioners:

[boccadmin@custercounty-co.gov](mailto:boccadmin@custercounty-co.gov)

Custer County Finance:

[vernon@custercounty-co.gov](mailto:vernon@custercounty-co.gov)