

## Johnson County Sheriff's Office

Sheriff  
Scott W. Munsterman

Major  
Aaron N. Brown

Captain  
Mike Hanes



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Last Updated May 9, 2024

### **DEADLINE FOR QUESTIONS WILL BE MAY 10<sup>th</sup>, 2024 AT 2:00 P.M.**

Questions submitted to the Johnson County Sheriff's Office (hereinafter referred to as Office) by potential vendors pursuant to the RFP released April 18, 2024 regarding Managed Services For IT Infrastructure.

In order to ensure transparency and equal access to all information, the Office is making available answers to questions that have been requested by a potential vendor.

#### **1. What is the budget for this Project?**

- a. Answer: At present, the Office has not established a fixed budget for this project. The purpose of this Request for Proposal (RFP) is to gather detailed proposals from qualified providers, which will enable us to better understand the potential costs associated with the project.

#### **2. Our firm is registered in Dallas (TX). Can we deliver these services from our offshore location to leverage lower project costs?**

- a. Answer: The primary purpose of this Request for Proposal (RFP) is to outline our specific IT service requirements. We encourage all potential vendors to provide detailed proposals that best meet these outlined needs.

#### **3. As registered vendors in Texas, we understand the importance of the on-site assessment. However, are there any alternative solutions available for participating remotely or providing equivalent information to ensure our ability to submit a comprehensive proposal for the project?**

- a. Answer: Please see section VIII in the RFP:

##### **I. MANDATORY ON-SITE PROJECT REVIEW & ASSESSMENT FIELD WORK:**

- b. Proposals must include a written assessment of the systems listed above as it pertains to the Johnson County Sheriff's Office. Therefore, due to this requirement

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and to insure the completeness of the proposals, on-site project review and assessment field work is MANDATORY for all providers who plan to submit proposals for this project.

4. We had received the RFP on the 30th through a business connection and I'm just now seeing the Mandatory On-site visit we missed. Please let me know if there is any chance that you are still allowing on-site reviews to be scheduled. We would love to schedule a review and submit a bid.
  - a. The RFP states "If the above date/times do not allow for your attendance, please email Major Aaron Brown: (660) 747-3518 at least 24 hours in advance to arrange a special appointment time on or before 3 p.m. (local time) on Thursday, April 24, 2024." Thank you for reaching out and we will expend the "on or before 3 p.m. (local time) on Thursday, April 24, 2024" to **May 20<sup>th</sup>, 2024**.
5. Based on the on-site visit review, what companies are eligible to bid on this RFP?
  - a. Based on the on-site visit review and the requirements outlined in the RFP, companies eligible to bid must demonstrate their capability to meet our specific needs.
6. You mentioned printer support in your Scope of Services. How many printers are you needing supported? What are the models and the usage patterns of these printers?
  - a. We recommend scheduling an on-site visit to collect detailed information about our printer needs. This visit will allow vendors to observe the specific models and usage patterns of our printers, which can vary. Understanding these details firsthand will ensure a more accurate and tailored proposal.
7. Is the Johnson County Sheriff's Office required to be compliant with any IT security standards or certifications not listed in your RFP? If so, can you please list these and whether you are currently compliant with the standard?
  - a. The Johnson County Sheriff's Office is required to be compliant with the Criminal Justice Information Services (CJIS) standards. Yes, we are currently compliant with CJIS requirements.
8. Do you require the awarded company to be compliant with any IT security standards or certifications? If so, can you please list these?
  - a. Yes, we require the awarded company to be compliant with Criminal Justice Information Services (CJIS) standards.
9. In the MRC section, Daily Password Rotation is listed. What systems require daily password rotation and for what accounts (admin, end-user, service)?

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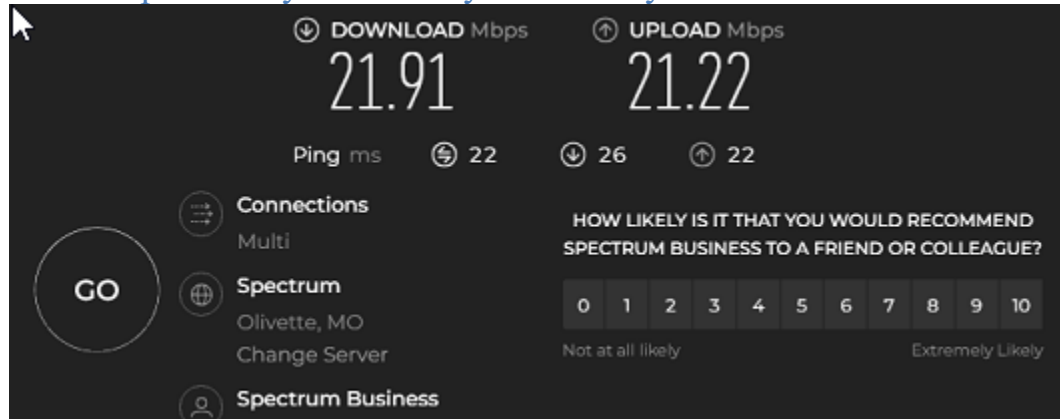
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- a. Daily password rotation is required for all administrative accounts on all machines, including local, remote, and mobile. This includes Local Admin, Domain, and Service Accounts.

10. What internet speeds do you currently receive at your main office in Centerview?



a.