



Office of the City Administrator
City of Knob Noster, Missouri
"Growing With Purpose."

cityofkn.net
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Request for Proposal (RFP) - Managed IT Services

The City of Knob Noster (hereafter referred to as "the City") is seeking proposals from qualified Managed IT Service Providers (hereafter referred to as "Vendor") to provide comprehensive IT management and support services. This RFP is intended to identify a provider that will offer proactive, efficient, and innovative IT solutions, with a strong emphasis on reducing issues, accelerating problem resolution, and implementing proactive services that go beyond basic monitoring.

Issued By:	City of Knob Noster 201 N State Street Knob Noster, MO 65336 (660) 563-2595 cityofkn.net	Issue Date:	10/14/26
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1. Scope of Services

The City seeks a Vendor to provide the following core services:

- Proactive IT Management and Monitoring
- Help Desk Support and Incident Management
- IT Infrastructure Maintenance
- Cybersecurity and Data Protection
- Auditing and Alignment Services
- Disaster Recovery Planning and Execution
- Software and Hardware Management

The services should cover all city departments, including but not limited to administration, public safety, and public works.

2. Objectives

Must Be Able to Complete to Bid:

1. Issue Resolution: The City aims to reduce IT issues and improve problem resolution times across departments.
2. Proactive IT Services: Vendors must propose proactive solutions beyond reactive troubleshooting, including regular audits, strategic alignments, and forward-thinking technology initiatives.
3. Transparency and Reporting: Vendors must provide detailed reports on service metrics, including reactive and proactive performance indicators.

Must Complete Within 180 Days:

1. Analysis of Physical IT Infrastructure, with Professional Recommendation for replacement schedule of all existing hardware.
2. Creation of in-house “network” accounts, allowing for any individual to use their credentials to log onto any computer if necessary.

3. Vendor Requirements

A. Formal Process for Reducing IT Issues & Accelerating Problem Resolution

- Describe your formalized process to reduce the occurrence of IT issues and increase the speed of problem resolution.
- Provide examples or case studies demonstrating your success in reducing issue frequency for similar organizations.

B. Proactive Services Beyond Monitoring Software

- Outline your approach to proactive IT services beyond standard monitoring software.
- Include specific details on tools, strategies, and processes you use to prevent issues before they arise.

4. Key Performance Metrics

The City requires data on the following key metrics. Vendors should provide detailed answers:

- Average Reactive Hours Per Endpoint Per Month: Provide data on the average reactive hours spent resolving issues per endpoint.
- Average Tickets Per Endpoint Per Month: Supply data on the average number of support tickets generated per endpoint per month.
- Proactive Services Team: Specify the number of staff solely dedicated to proactive services and outline their roles and responsibilities.
- Auditing and Alignment: Detail your auditing and IT alignment processes. Include the frequency of audits, alignment reviews, and how these efforts drive continuous improvement.

5. CJIS Certification Requirement

Due to the sensitive nature of certain systems and data handled by the City of Knob Noster, all technical staff who will have access to city systems must be Criminal Justice Information Services (CJIS) certified.

- Vendors must ensure that all personnel accessing City systems or data, directly or indirectly, possess valid CJIS certifications.
- Proof of CJIS Certification for each individual must be submitted as part of the proposal.
- The Vendor should describe their process for maintaining CJIS certification for all relevant staff and ensuring compliance with CJIS security policy.

All individuals working on ANY aspect of IT for the City of Knob Noster MUST retain an active CJIS certification.

6. Unique Selling Proposition

Vendors should articulate their unique selling proposition (USP). This section should cover:

- How your approach to Managed IT Services is distinct from competitors.
- What innovative methods, technologies, or customer service practices you bring to the table.
- How you deliver measurable improvements in operational efficiency and cost-effectiveness.

7. Proposal Submission Requirements

Vendors should submit the following:

1. Executive Summary: A brief summary of your understanding of the City's needs and your approach to meeting those needs.
2. Service Proposal: A detailed response to each requirement outlined in this RFP.
3. Pricing: Provide a clear and transparent pricing model for the services proposed.
4. References: Provide at least three references from government or similar organizations for whom you have provided managed IT services.
5. CJIS Certification: Include proof of CJIS certification for all technical staff that will have access to

the City's systems.

6. Timeline: A proposed timeline for the onboarding process and the transition of services.

8. Evaluation Criteria

Proposals will be evaluated based on the following:

- Understanding of the City's Needs: The Vendor's ability to meet or exceed the City's IT service needs.

- Proactive IT Approach: The strength and depth of the proactive IT services offered.

- Performance Metrics: The quality and transparency of key performance metrics.

- CJIS Compliance: Confirmation that all relevant technical staff are CJIS certified and that proper certification documentation has been provided.

- Vendor Experience: Proven experience in managing IT services for government or similar organizations.

- Cost Effectiveness: The overall value for money offered by the proposed pricing model.

9. RFP Timeline

RFP Issued:	10/14/26
Questions from Vendors Due:	10/28/26 12:00pm CST
Proposal Submission Deadline:	11/13/26 12:00pm CST
Bid Opening Date:	11/13/26 12:01pm CST
Selection of Finalist Vendors:	TBD
Finalist Interviews (if required):	TBD
Contract Award Notification:	TBD
Service Start Date:	April 1, 2027

10. List of Devices

Public Works

1 Desktop Computer, Regular Daily Use
1 Cellular Smart Phone, Regular Daily Use
3 Prepaid City TracPhones, Used One Week/Month

Knob Noster Fire Department

1 Desktop Computer, Regular Daily Use
4 Desktop Computers, Infrequent Use

Administration

6 Desktop Computers, Regular Daily Use (M-F)
2 Laptops, Infrequent Use
1 Cellular Smart Phone, Frequent Daily Use

Knob Noster Police Department

6 Desktop Computers, Frequent Daily Use
9 Laptops, Frequent Daily Use
3 Cellular Smart Phones, Regular Daily Use