

REQUEST FOR PROPOSALS (RFP)

Information Technology (IT) Services

Warrenton Fire Protection District (WFPD)

RFP Number: WFPD-IT-2026

RFP Issued: April 22, 2026

Proposal Due Date: May 14, 2026 at 4:00 p.m.

Anticipated Award: May 19, 2026

1. Introduction

The Warrenton Fire Protection District ("District") is requesting proposals from qualified firms to provide professional **Information Technology (IT) Services** for a public safety, mission-critical environment. Services shall support emergency response, administrative operations, cybersecurity, and technology planning. All awards are subject to approval by the Warrenton Fire Protection District Board of Directors.

2. District Overview

The Warrenton Fire Protection District operates three (3) fire stations and supports approximately thirty (30) users. The District utilizes:

- Microsoft-based systems
- Records Management System (RMS)
- Mobile Data Terminals (MDTs)
- Network, security, and access control systems

These systems support fire suppression, EMS, emergency response, and administrative functions.

3. Scope of Services

The selected contractor shall provide all labor, tools, expertise, and supervision necessary to deliver the following services:

3.1 Managed IT Services

- Help desk support for District users
- On-site and remote technical assistance
- System monitoring and patch management
- Hardware lifecycle tracking and documentation

3.2 Network and Infrastructure Management

- Firewall, switch, and wireless network administration
- Server and storage management
- Backup and disaster recovery support

3.3 Mobile Data Terminal (MDT) Support

- Configuration and maintenance of MDTs
- Connectivity troubleshooting and OS updates
- Coordination with RMS and MDT vendors

3.4 Records Management System (RMS) Support

- User account management
- Vendor coordination and system support
- Data integrity and reporting assistance

3.5 Microsoft Environment Support

- Microsoft 365 administration
- Windows system support
- Identity and access management, MFA
- Email, SharePoint, OneDrive, and Teams support

3.6 Cybersecurity

- Endpoint protection and email security
- Incident response assistance
- Backup verification and best-practice guidance

3.7 Compliance and Public Sector Considerations

- Awareness of CJIS concepts (if applicable)
- HIPAA considerations (if applicable)
- Missouri Sunshine Law (Chapter 610, RSMo)
- Public records retention requirements

3.8 Consulting and Strategic IT Planning

- Annual IT system reviews
- Budgeting and technology planning assistance
- Technology roadmap and modernization guidance

3.9 Building Security and Access Control

- Support for electronic access control systems
 - User provisioning and de-provisioning
 - Audit logging and video surveillance coordination
 - Physical security and network security recommendations
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4. Contractor Qualifications

Contractors must:

- Have experience supporting fire districts or public safety agencies
 - Demonstrate knowledge of MDT, RMS, and Microsoft environments
 - Have cybersecurity and physical security system experience
 - Be licensed and insured
 - Have adequate staffing to provide after-hours emergency support
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5. Proposal Requirements

Proposals shall include:

- Company background and experience
- Description of services and technical approach
- MDT and RMS support methodology
- Cybersecurity approach
- Service levels and response times
- Pricing structure

- Transition plan
 - References
 - Assumptions or exceptions (if any)
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6. Pricing

Pricing shall be clearly identified and may include:

- Monthly or annual service fees
- Hourly rates
- One-time onboarding or setup costs
- Optional or add-on services

Pricing shall remain firm for the initial contract term.

7. Evaluation Criteria

Proposals will be evaluated based on:

- Public safety and fire district experience
- Technical approach and service capability
- Cybersecurity and physical security alignment
- Responsiveness and support availability
- Cost and overall value
- References

Interviews may be conducted.

8. Contract Term

The anticipated contract term is **one (1) year**, with up to **three (3) one-year renewal options**, subject to Board approval.

9. Insurance and Legal Requirements

The selected contractor must maintain:

- General Liability Insurance
 - Professional Liability (Errors & Omissions)
 - Workers' Compensation Insurance
- All coverage shall comply with Missouri law.
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10. Public Records Disclosure

All proposals may be subject to disclosure under the **Missouri Sunshine Law (Chapter 610, RSMo)**.

11. Terms and Conditions

The Warrenton Fire Protection District reserves the right to:

- Reject any or all proposals
 - Waive informalities in proposals
 - Request additional information
 - Negotiate with selected proposers
 - Cancel the RFP at any time
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12. Submission Instructions

Proposals must be received no later than:

Deadline: May 14, 2026 at 4:00 p.m.

Submit proposals to:

Contact Name: Christy Benn

Organization: Warrenton Fire Protection District

Email: cortega@warrenton-fire.org

Phone: (636) 456-8935 ext. 100

Late proposals will not be accepted.

13. Board Authorization

This Request for Proposals is issued by authority of the Warrenton Fire Protection District Board of Directors.

Board Chair Signature: Rob Vogelbein

Date: 4-21-26