



Christian County Commission

100 West Church St, Room 100
Ozark, MO 65721

<http://ChristianCountyMO.iqm2.com>

October Term

~ Minutes ~

Monday, December 14, 2015

9:00 AM

The Christian County Courthouse

I. Convene

The meeting was called to order at 8:50 AM by Presiding Commissioner Ray Weter

A. Roll Call

Attendee Name	Title	Status	Arrived
Ray Weter	Presiding Commissioner	Present	8:50 AM
Bill Barnett	Western Commissioner	Present	8:50 AM
Sue Ann Childers	Eastern Commissioner	Present	8:50 AM
Nikki Thiessen	Assistant	Present	8:50 AM
Ashley Hannah	Secretary	Present	8:50 AM
Cheryl Mitchell	Assistant	Present	10:00 AM

II. Agenda

Motion/Vote - 8:50 AM Christian County Commission

Discussion - Approve Agenda

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, and Ken Harding.

Presiding Commissioner Weter entertained a motion to approve the agenda for December 14, 2015.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Sue Ann Childers, Eastern Commissioner
SECONDER:	Bill Barnett, Western Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 8:55 AM Kay Brown-County Clerk

Minutes & Financials Approval - Approve Minutes and Financials

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, and Ken Harding.

Auditor Lacey Hart presented the prospective 2016 budget on Friday, December 10, 2015. No financials to approve.

Presiding Commissioner Weter entertained a motion to approve the minutes for December 3, 2015.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Bill Barnett, Western Commissioner
SECONDER:	Sue Ann Childers, Eastern Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 9:00 AM Christian County Commission

Agreement - Village of Saddlebrooke-I.G.A.-Building Inspections

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, and Ken Harding.

The continuation of the Intergovernmental Agreement for building inspections between Christian County and Saddlebrook is due.

Presiding Commissioner Weter entertained a motion to approve continuing the agreement.

Agreement signed.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Sue Ann Childers, Eastern Commissioner
SECONDER:	Bill Barnett, Western Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 9:05 AM Christian County Commission & Ozark Bank

Agreement - Note Extension Agreement-Stonehollow N.I.D.

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, Ken Harding, and Auditor Lacey Hart.

The extension of the note between Christian County and Ozark Bank for the Stonehollow N.I.D is due. The only change to the note is the increase of the interest rate from 1.02% to 1.45%.

Presiding Commissioner Weter entertained a motion to approve the extension of the agreement.

Agreement signed.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Bill Barnett, Western Commissioner
SECONDER:	Sue Ann Childers, Eastern Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote -

Revisit Financials for Stonehollow

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, Ken Harding, and Auditor Lacey Hart.

New financials were presented.

Presiding Commissioner Weter made a motion to revisit financials for December 14, 2015.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Sue Ann Childers, Eastern Commissioner
SECONDER:	Bill Barnett, Western Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote -

Approve Interest Payment for Stonehollow N.I.D.

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, Ken Harding, and Auditor Lacey Hart.

Interest payment of \$1,224.00 for Stonehollow N.I.D. to Ozark Bank due.

Presiding Commissioner Weter entertained a motion to make the interest payment.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Bill Barnett, Western Commissioner
SECONDER:	Sue Ann Childers, Eastern Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 9:18 AM Todd Wiesehan-Planning & Development

Right-Of-Way Deeds - Right of Way-Johns Ford Road-Common One

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, PNZ Administrator Todd Wiesehan, and Highway Administrator Miranda Beadles.

Administrator Wiesehan asked Commission to approve the Right of Way conveyance from Jonathan and Stephanie House to Christian County on Johns Ford Road.

Presiding Commissioner Weter entertained a motion to approve the acquisition of the Right of Way.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Sue Ann Childers, Eastern Commissioner
SECONDER:	Bill Barnett, Western Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 9:30 AM Christian County Commission

Bid Decision - Accounting Software Provider Selection

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, Highway Administrator Miranda Beadles, Auditor Lacey Hart, Treasurer Karen Matthews, Road Services Supervisor Brent Young, County Clerk Kay Brown, Chief Deputy Clerk Norma Ryan, Clerk Paula Brumfield, and Eric Goethals.

Presiding Commissioner Weter said the preferences for the accounting software was narrowed down to three after reviewing several presentations. He stated that today's vote is only for selection of the accounting software provider, not the details of integration. Auditor Lacey Hart expressed concern that the Commission wasn't going to include software modules or how they are to be integrated, during today's vote. Commissioner Childers reiterated that a provider must be selected before the details of implementation can be discussed.

Ms. Hart expressed her surprise that Commission did not consult with her before making their decision which accounting software program to select. She read from Statute 55.160. Commissioner Childers asked Ms. Hart for her recommendation. Ms. Hart recommended Tyler Technologies for its versatility that is used by several other counties in the state. Discussion followed.

County Clerk Kay Brown said after consulting with her staff, the County Clerk's office recommends Tyler Technologies. Ms. Brown's only concern is if the program has the ability to segregate the different modules, and offer protection of those modules from unauthorized access.

Treasurer Karen Matthews recommends Tyler Technologies based upon the drill-down capabilities their program offers and the feedback from three other counties that she consulted who are satisfied with Tyler.

Presiding Commissioner Weter asked Ms. Hart to clarify what her objections are about having Tyler Technologies consult with the Commission. She said she has a fear that the Commission is going to remove modules that will hinder the efficiency of the accounting software program. Commission assured Ms. Hart that consulting with Tyler Technologies is not about removing modules, but simply further review of the specifics of the agreement.

Presiding Commissioner Weter entertained a motion to accept Tyler Technologies as accounting software provider. Commissioner Childers made motion to use Tyler Technologies to supply, install, and manage the County's accounting system.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Sue Ann Childers, Eastern Commissioner
SECONDER:	Bill Barnett, Western Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 9:48 AM Christian County Commission

Bid Decision - Bid Renewal-Signage for County Roads

The meeting was attended by Assistant Nikki Thiessen, Assistant Ashley Hannah, Highway Administrator Miranda Beadles, and Eric Goethals.

Christian County has a county road signage agreement with Vulcan Signs and Newman Signs that is renewable on an annual basis.

Presiding Commissioner Weter entertained a motion to continue the agreement between the County and Vulcan Signs and Newman Signs.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Bill Barnett, Western Commissioner
SECONDER:	Sue Ann Childers, Eastern Commissioner
AYES:	Ray Weter, Bill Barnett, Sue Ann Childers

Motion/Vote - 10:00 AM Christian County Commission

Bid Opening - Network Manage Services RFQ Bid Opening

The meeting was attended by Assistant Nikki Thiessen, Secretary Cheryl Mitchell, Eric Goethals, Rick Robison, and Duston Farrell, Roy Bales, and PNZ Administrator Todd Wiesenhan.

Bid opening for management of Network Services for Christian County.

PC Solutions, represented by Rick Robison, presented bid for \$10,370.

PC Net, represented by Duston Farrell, presented bid for \$9,430. Presiding Commissioner asked Mr. Farrell how this new bid compares to our current agreement. Answer: Increase of roughly \$4,000 per month.

Dazzee Integrations, represented by Eric Goethals, presented bid for \$13,976.50.

All bid amounts are monthly totals. Commission will review the details of each bid and vote will be on agenda for Thursday, December 17, 2015.

Motion/Vote - 10:30 AM Wayne Bales-Citizen

Discussion - Moon Valley Road Discussion

The meeting was attended by Assistant Nikki Thiessen, Secretary Cheryl Mitchell, Roy Bales, Road Services Scott Grider, Road Services Supervisor Brent Young, Highway Administrator Miranda Beadles, and Hanna Smith.

Presiding Commissioner Weter said a request was received by Roy Wayne Bales to discuss Moon Valley Road. Mr. Weter opened the floor to Mr. Bales.

Mr. Bales resides on Moon Valley, a partially graveled road. One end of the road was chipped and sealed up to about 2/10th a mile from his home. Now, he states, from the other direction, chip and seal will be completed, finishing approximately 100 feet from his home, leaving a small segment in front of his house, gravel. In addition, there is a shallow culvert in this area that during rain, causes water to overflow and wash out the roadway. He stated that as far as he's aware, that section is the only part of the road that gets washed out, so he finds it interesting that it's the only section unpaved. The question he presents to the Commission is what he needs to do to have his section, approximately 3/10ths of a mile, paved, preventing washout and completing the entire road.

Presiding Commissioner Weter asked Brent Young about the county's Right of Way in this area. Mr. Young said it was the state standard, 15 feet on either side of the road. Mr. Young confirmed that Mr. Bales's driveway has eroded causing the water to flow over the road instead of through the drainage box, which is in good shape. Elevating Mr. Bales's driveway to level of roadway, will help force the water back through the box, creating a fix to part of the issue.

Paving the approximate 3/10th section of the road that Mr. Bales's is requesting would be about a \$1,200 investment for the property owners. Mr. Bales said he's willing to invest that portion of the money, if the County is willing to chip and seal the section. Mr. Weter said if Mr. Bales is willing to invest the money himself, then the County should also consider permanently fixing the culvert that creates water-flow issues.

Highway Administrator Miranda Beadles recommends paving this approximate 3/10th area of road as Road Services would not want to leave a checkerboard of chip and seal. She mentioned that the paved section was funded conservatively, freeing up funds that could be applied to this project. Road Services will secure the required documents to access the properties, and will coordinate with Mr. Bales to measure and secure a dollar amount for this improvement and add completion of this segment to the planned project in 2016, connecting the two sections.

Mr. Bales said a neighbor has an abundance of unused rock that he may be able to get donated to the project. He will ask the neighbor to donate the rock, and if agreed, he will provide the neighbors information to Brent Young.

III. Adjournment

The meeting was closed at 10:47 AM

The County Commission completed the scheduled meeting for today and will resume session on December 14, 2015.

Motion/Vote -

Adjourn

Commissioner Childers made a motion to adjourn.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Sue Ann Childers, Eastern Commissioner
SECONDER:	Bill Barnett, Western Commissioner
AYES:	Bill Barnett, Sue Ann Childers
ABSENT:	Ray Weter


Ray Weter

Presiding Commissioner, Ray Weter


Bill Barnett

Western Commissioner, Bill Barnett



Sue Ann Childers

Eastern Commissioner, Sue Ann Childers

INTERGOVERNMENTAL AGREEMENT

THIS AGREEMENT, made and entered into this 14 day of December, 2015 by and between the Village of Saddlebrooke, Missouri a fourth class Village (hereinafter referred to as "Village") and Christian County, Missouri a second class county (hereinafter referred to as "County").

WHEREAS, the Village request that County provide inspection services for residential and commercial construction within the corporate Village limits of said Village; and

WHEREAS, the County has a building Code Department with inspectors and is agreeable to provide Building Code inspections for the Village; and

WHEREAS, the parties herein are authorized pursuant to Section 50.332, RSMo, to enter into this Agreement.

NOW, THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS AND AGREEMENT CONTAINED HEREIN, THE PARTIES AGREE AS FOLLOWS:

1. Services. Christian County agrees to provide Building Inspection services for all phases of construction, both commercial and residential, according to the ordinances presently adopted by the Village of Saddlebrooke.
2. Adoption of Building Codes. The Village agrees to adopt an ordinance adopting Building Codes and Regulations consistent with those building codes adopted by the Christian County Commission under Christian County Commission order 03-13-08-01 or any subsequent amendment thereto.
3. Permits. All building projects within the incorporated areas of the Village will be subject to the permitting requirements as described in Christian County Commission order 03-13-08-01, 'Adoption of Building Codes and Regulations for Christian County'. Any applicant seeking a permit for residential or commercial construction within the incorporated areas of the Village shall first apply to the Village Clerk of Saddlebrooke for a certificate to reflect that the property for which the construction permit is to apply is properly zoned for the construction anticipated, and that the Village's Board has approved its design and construction. This certificate will in turn be submitted to the County Building Inspections Department with the application for the building permit.
4. Fees. The Village agrees the County may charge its reasonable fees for building inspection services for inspections in the Village in accordance with the Building Inspections Fee Schedule as adopted under Christian County Commission order 03-13-08-01 or subsequent amendment thereof. Each project to be inspected within the Village will be charged the appropriate building inspection fees per each person seeking a permit. All applicants for permits shall make the necessary deposit of funds for such inspection fees with the County, at or before the time of the permit issuance. No inspection will be

provided by the County for any project until all fees have been collected for that particular project.

5. Village Consent. The Village hereby authorizes the Christian County Building Inspections Department to charge all applicable fees, perform all required inspections and mandate all necessary corrections for any building projects within the Village of Saddlebrooke for the purpose of enforcing minimum standards of construction to ensure the health, safety and welfare of the residents of the Village of Saddlebrooke.

6. Dangerous Buildings. This Agreement does not grant authority, require, nor bind Christian County Building Inspections Department to perform inspections or perform enforcement actions on dangerous or unsafe buildings as described in Christian County order 03-13-08-01, 'Adoption of Building Codes and Regulations for Christian County'.

7. Flood Plain. This Agreement does not grant authority or require the Christian County Building Inspections Department to act as flood plain administrator, nor interpreter of the requirements of The National Flood Insurance Program (NFIP) as it may apply to the Village of Saddlebrooke to notify the Christian County Building Inspections Department whenever any building project will be located with a 'Special Flood Hazard Area' (SFHA), "Special Hazard Area" (SHA), Floodway, or any other area designated by the NFIP as requiring specific construction criteria for the purpose of achieving compliance with NFIP, State Emergency Management Agency, Federal Emergency Management Agency, or any other entities.

It will be the sole responsibility of the Village of Saddlebrooke to provide all necessary information at the time a permit application is made for each building project such as the Base Flood Elevation (BFE), Design Flood Elevation (DFE), and any pertinent items such as extra freeboard requiring above the minimum as set for the NFIP, or any other required information. In return, the Christian County Building Inspections Department will provide building inspection services in conformance with the International Code Council Family of Codes as it pertains to construction with SFHA's.

8. Prosecution of Violations. The County agrees to report all violations noted by its inspectors and any corrective process. The County, however, shall not be obligated to participate in or actually prosecute any violation of the Village Ordinances or regulations which shall be the Village's sole responsibility. In the event construction of any project within the incorporated area of the Village of Saddlebrooke proceeds in violation of any City Building Code requirement, the Village Attorney for the Village of Saddlebrooke may proceed with enforcement under the Village Ordinances, Zoning Codes and/or Building Codes. The County agrees to provide any necessary witnesses for such prosecutions.

9. Term. The terms of this Agreement shall commence on January 1, 2016 and shall remain in effect until December 31, 2016. This Agreement shall remain in effect and shall automatically renew for one-year intervals without any action required by either party. However, under no circumstances shall this Agreement remain in effect after

December 31, 2019. Notwithstanding the foregoing, this Agreement may be terminated by either party hereto upon thirty (30) days' written notice of such termination to the other party. Any changes to this Agreement shall be by the Order of the Christian County Commission and an ordinance adopted by the Board of Alderman of the Village of Saddlebrooke.

10. Waiver and Release. The Village agrees to indemnify and hold harmless Christian County, its elected officials, employees, agents and contractors against any and all claims, damages, injuries and expenses, including attorney fees resulting, in whole or in part, directly or indirectly, from the inspection services provided by the Christian County Building Inspections Department pursuant to this Agreement. This provision applies only to claims or lawsuits against the County where there is no independent allegation of negligence or wrongdoing on the part of the County. Nothing in this Paragraph is intended to change or alter the parties' rights as set forth in Paragraph 11 below.

11. Indemnity. To the extent not covered by sovereign immunity under Missouri law, the County hereby agrees to assume responsibility imposed by law on its officeholders and employees and the Village hereby agrees to assume responsibility for the liabilities imposed by law on its officials and employees. Each party to this Agreement shall be responsible for its own actions in providing services under this Agreement and shall not be liable for any civil liability that may arise from the furnishing of services by the other party. This language is not intended to act as a waiver or limitation of either County's or Village's rights and or defenses with regard to sovereign immunity under federal law, Missouri law, or municipal regulations.

12. Entire Agreement. This Agreement contains the entire understanding and agreement of the parties; there are no other promises or conditions. No modifications, amendment, cancellation or waiver of any of the provisions of this Agreement shall be effective unless it is in writing and is signed by a representative authorized by each party hereto.

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed the
day of December, 2015.

Village of Saddlebrooke

By: Carol J. Gaines
Carol Gaines, Chairman
Board of Trustees

* Address: Village of Saddlebrooke

~~776 Saddlebrooke Dr~~ ~~79 Ranch Road~~
Suite A-1 Saddlebrooke, MO 65630

Christian County, Missouri

By: Ray Weter 12/11/15
Ray Weter
Presiding Commissioner

Attest:
By: Kay Brown 12-14-15
Kay Brown
Clerk of the County Commission

By: Bill Barnett 12-14-15
Bill Barnett
Western Commissioner

By: Sue Ann Childers
Sue Ann Childers
Eastern Commissioner

Approved as to Form:

By: [Signature]
John Housley
Christian County Counselor

Attachment: IGA Saddlebrook building inspections (2646 : Village of Saddlebrooke-I.G.A.-Building Inspections)

NOTE EXTENSION AGREEMENT

This Note Extension Agreement (the "**Extension**"), is made and entered into this the 14th day of December 2015, between Christian County Missouri (the "**County**") and Ozark Banks ("the **Bank**").

WITNESSETH:

WHEREAS, the Bank is the holder and registered owner of 100% of the outstanding note issued by the County with unpaid balance of the \$360,000 (the "**Note**") a copy of which is attached as Exhibit A; and

WHEREAS, under the terms of the Note, the County agreed to pay to the holder of the Note the principal of and accrued interest on the Note at a rate of 1.02% per annum on the Maturity Date of the Note as defined below; and

WHEREAS, the Note was originally payable with interest on December 15, 2015 (the "**Maturity Date**"); and

WHEREAS, since the contractor has still not completed the project so it can be accepted by the County, the County has requested and the Bank hereby agrees to a further deferral of the payment of principal on the Note until July 31, 2016 (the "**Extended Maturity Date**"), but at an interest rate of 1.45% in lieu of the 1.02% contained in the Note Extension Agreement of 15 August, 2015, or until such earlier date as the special assessments can be issued by the County under the Neighborhood Improvement District Act of the State of Missouri; and

WHEREAS, the County, based upon the foregoing has requested the Bank to accept accrued interest on the Note in the amount set forth on Exhibit B attached and extend the Maturity Date on the Note until the Extended Maturity Date.

In consideration of the foregoing, the Bank covenants and agrees to extend the term of the Note upon the agreement of the County to budget and appropriate an amount to make payments of the additional interest to accrue on the Note to the Extended Maturity Date together with the amounts sufficient to pay the interest on the Note, plus principal as provided herein, and to pay the principal sum and interest under the Note at the rate of 1.45 % and at the times and amounts on the Extended Maturity Date and to comply with the other terms of the Note as extended and for other good and valuable consideration it is agreed as follows:

Section 1. Extension of Maturity. In consideration of the payment of Two Thousand One Hundred Forty Two Dollars paid by the County, the agreement by the County to pay interest during the Extended Maturity Date at the rate of 1.45 % per annum and other good and valuable consideration, the receipt whereof is hereby acknowledge, the Bank does hereby extend the time of payment of the principal of the indebtedness represented by the Note and agrees that the final maturity of the Note shall be extended by two hundred twenty-nine days from the Maturity Date. The County shall pay the accrued interest due on the Note in accordance with Exhibit B, provided that; it is the intent of the County and the Bank that to the extent revenues and collections of the special assessments by the District when issued are in surplus of the amounts necessary to pay budgeted expenses of the County including the aggregate principal amount of the Note and all accrued interest thereon, such surplus will be used by the County to make further additional payments on principal on the Note.

Section 2. Payment of Debt. The County will pay the indebtedness and otherwise perform the obligations contained in the Note except as herein before provided.

Section 3. Ratification of Terms. The covenants, stipulations, provisions and agreements of the County in the Note not specifically or by necessary implication amended or modified by this Extension are hereby ratified, confirmed, reaffirmed and incorporated herein by reference, it being the intention of the County and the Bank that said Note shall be and remain in full force and effect as extended and modified hereby.

Section 4. Abrogation of Conflict. If the terms and provisions contained in said Note in any way conflict with the terms and provisions contained in this Extension, the terms and provisions herein contained shall prevail, provided that as modified by this Extension in the terms of said Note is hereby extended, referred and confirmed.

Section 5. Amendments. Without the prior written consent of the Bank, the County will not consent to, agree to, enter into or execute any amendments, changes, supplements, modifications or otherwise enter into any loan payable in priority to the Note. No amendment or waiver of any provision of this Extension nor consent to any departure by the County from the provisions hereof shall in any event be effective without the prior written consent of the Bank and then such waiver or consent shall be effective only in the specific instance and for the specific purpose for which given.

Section 6. Indemnification. The County hereby agrees to indemnify and hold harmless the Bank from and against any and all claims, damages, losses, liabilities, costs or expenses whatsoever which the Bank may in good faith reasonably incur (or which may be claimed against the Bank by any person or entity whatsoever) by reason of or in connection with the execution and delivery or transfer of, or payment or failure to pay under the Note or in connection with the execution and delivery or transfer of, or payment or failure to pay under, the Note; provided that the County shall not be required to indemnify the Bank for any claims, damages, losses, liabilities, costs or expenses to the extent, but only to the extent, directly caused by (a) the willful misconduct or gross negligence of the Bank or (b) the Bank's wrongful failure to perform under the Note in the absence of a court order purporting to enjoin such performance after the presentation to Bank (or other permitted transferee of the Note) of a certificate presented by Bank pursuant to and strictly complying with the terms and conditions of the Note.

Section 7. No Waiver; Remedies. Except as provided herein, if an Event of Default occurs, the Bank may exercise any and all remedies, legal or equitable, including but not limited to its rights to collect the amounts due from the County pursuant to the Note. Each right, power or privilege specified or referred to in this Extension or elsewhere or in the Note is in addition to any other rights, powers and privileges that the Bank may otherwise have or acquire by operation of law, by other contract or otherwise. No course of dealing in respect of, nor any omission or delay in the exercise of, any right power or privilege by the Bank shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any further or other exercise thereof or of any other, as each right, power or privilege may be exercised independently or concurrently with others and as often and in such order as the Bank may deem expedient. The Bank may from time to time grant the County waivers and consents in respect of this Extension and the Note but no such waiver or consent shall be binding upon the Bank unless specifically granted in writing, which writing shall be strictly construed. It is of the essence of the loan evidence by Extension that every representation, warranty or certification made in or pursuant to this Extension or the Note on behalf of the County be true and complete in every material respect and the County be true and complete in every material respect. Each right, power or privilege granted to the Bank in this Extension, and the Note and all provisions of this Extension shall bind the County and its

successors and assigns and shall benefit the Bank and its successors and assigns, including each subsequent holder, if any, of this Extension and the Note.

Section 8. Governing Law and Severability. This Extension and the Note and amendments and/or supplements hereto or thereto shall be governed by, and construed and interpreted in accordance with, the laws of the State of Missouri. If at any time one or more provisions of this Extension, any amendment or supplement hereto or thereto is or becomes invalid illegal or unenforceable in whole or in part, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

Section 9. Beneficiary. The covenants contained in the Extension shall inure to the benefit of the Bank, the successors and assigns of the Bank and all subsequent holders of the Note. Any corporation or association into which the Bank may be converted or merged, or with which it or any successor to it may be consolidated, or to which it may sell or transfer its commercial banking business as a whole or substantially as a whole, or any corporation or association resulting from any such conversion, sale, merger, consolidation or transfer to which it is a party, ipso facto, shall be and become successor Bank hereunder and vested with all of the title to the whole property hereunder and all the powers, discretions, immunities, privileges and all other matters as was its predecessor, without the execution or filing of any instrument or any further act on the part of any of the parties hereto, anything herein to the contrary notwithstanding.

a. **Terms of Reimbursement Agreement:** The terms, conditions and provisions of this Extension are intended for the benefit of the Bank and its successors and are intended for the benefit of the holders and/or owners of the Note not for the benefit of the County.

b. **Payments Due on Non-Banking Days:** Whenever any payment to be made hereunder shall be stated to be due on a day when the banks are not open for business, such payment may be made on the next succeeding day banks are open for business and such extension of time shall in each case be included in the computation of the interest payable under this Extension.

c. **Good Faith:** Each party shall be obligated to act in good faith in the performance and enforcement of its obligations and rights hereunder, and shall have an obligation to deal fairly and reasonably with the other parties hereto with respect to all matters pertaining hereto, expressed herein or otherwise, having due regard for all relevant facts and circumstances.

d. **Third Party Rights:** Nothing contained in the Extension, express or implied, is intended or shall be construed to confer upon or to give to any person, firm, corporation or to her legal entity, other than a party hereto, any rights, remedies, or other benefits under or by reason of this Extension; all third party right being hereby negated.

Section 10. No Oral Agreements. THIS EXTENSION SETS FORTH THE ENTIRE AGREEMENT OF THE PARTIES WITH RESPECT TO THE SUBJECT MATTER HEREOF AND SUPERSEDES ALL PRIOR WRITTEN AND ORAL UNDERSTANDINGS BETWEEN THE COUNTY, AND THE BANK WITH RESPECT TO THE MATTERS HEREIN SET FORTH. THIS EXTENSION MAY NOT BE MODIFIED OR AMENDED EXCEPT BY A SIGNED AND DELIVERED BY THE COUNTY AND THE BANK THERE ARE NO ORAL AGREEMENTS BETWEEN THE PARTIES.

IN WITNESS WHEREOF, this Extension has been duly executed by the parties hereto the day and year first above written.

OZARK BANK

By: _____
Name: _____
Title: _____

[SEAL]

ATTEST:

By: Kay Brown K.B.
Name: Kay Brown K.B.
Title: County Clerk K.B.

CHRISTIAN COUNTY MISSOURI

By: Ray Weter
Name: Ray Weter
Title: Presiding Commissioner

By: Bill Barnett
Name: Bill Barnett
Title: Western Commissioner

By: Sue Ann Childers
Name: Sue Ann Childers
Title: Eastern Commissioner

[SEAL]

ATTEST:

By: Kay Brown
Name: Kay Brown
Title: County Clerk

Attachment: Note Extension CC and Ozark Bank (2648 : Note Extension Agreement-Stonehollow N.I.D.)

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands and affixed their seals this 14 day of December, 2015 at Christian County, Missouri.

DATED: 12/14/15

Ray Weter
Ray Weter, Presiding Commissioner

DATED: 12-14-15

Bill Barnett
Bill Barnett, Western Commissioner

DATED: 12/14/15

Sue Ann Childers
Sue Ann Childers, Eastern Commissioner

COUNTY CLERK:

Kay Brown
Kay Brown

Auditor Certification:

I certify that the expenditure contemplated by this document is within the purpose of the appropriation to which it is to be charged and that there is an unencumbered balance of anticipated revenue appropriated for payment of same.

Lacey Hart
Lacey Hart
Christian County Auditor

APPROVED AS TO FORM:

John W. Housley
John W. Housley, Attorney at Law
901 St. Louis Street 20th Floor
Springfield, MO 65806
Phone: 417-866-7777
Fax: 417-866-1752

Attachment: Note Extension CC and Ozark Bank (2648 : Note Extension Agreement-Stonehollow N.I.D.)

RIGHT OF WAY DEED

#2015-0333

THIS DEED is made and entered into this 8th day of December, 2015, by and between Jonathan Huse, Stephanie Huse of Christian County, Missouri, hereinafter referred to as "Grantor", and CHRISTIAN COUNTY, MISSOURI, a political subdivision of the State of Missouri, its successors, administrators and assigns, all of which are hereinafter collectively referred to as "Grantee."

100 West Church Street, Room 100 Ozark, Mo. 65721

WITNESSETH, that the Grantor, in consideration of the sum of One and No/100 Dollars (\$1.00) and other good and valuable consideration to it paid by the Grantee, the receipt and sufficiency of which is hereby acknowledged, does by these presents grant, bargain, sell, convey, and confirm unto said Grantee, its successors and assigns, a Right of Way easement for construction, improvement, reconstruction and maintenance of a right of way for public use as a street, roadway thoroughfare or related purposes, including without limitation, the use of conduits, water, gas, sewer pipes, poles, wires, surface drainage facilities, ducts, cables on, over, along, across, and under the following described tracts or parcels of real estate in the County of Christian, State of Missouri, to-wit:

See Exhibit "A" attached hereto and incorporated herein by reference.

TO HAVE AND TO HOLD THE SAME, together with all and singular the rights, privileges and appurtenances and immunities thereunto belong or in any way appertaining, unto the said Grantee, and unto to its successors and assigns forever; the Grantor further covenanting on its part and on behalf of its heirs and assigns that it is lawfully seized of title to the real estate through which said easement is granted and that it has good and lawful right to convey said easement to the Grantee herein; that the premises are fee and clear of any encumbrances done or suffered by Grantor or those under whom Grantor claims; and that said Grantor will warrant and defend the title to the said premises unto the said Grantee and unto its successors and assigns forever against the lawful claims and demands of all persons whomsoever, except the lien of taxes for the current year and thereafter, special taxes and assessments becoming a lien after the date hereof, all covenants, restrictions, easements, reservations, and other matters of record and a billboard advertising sign lease applicable to the property.

GRANTOR, to the fullest extent allowed by law, including, without limitation, Section 527.188, RSMo. (2006), hereby waives any right to request vacation of the easement herein granted.

Johns Ford Road - Common One

Attachment: Right of Way deed Johns Ford Road (2647 : Right of Way-Johns Ford Road-Common One)

THIS GRANT and easement shall, at all times be deemed to be and shall be, a continuing covenant running with the land and shall be binding upon the successors and assigns for the Grantor.

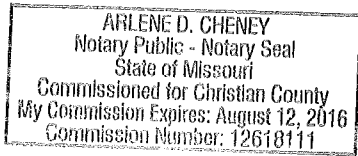
IN WITNESS WHEREOF, the undersigned Grantor has signed this deed the day and year first above written.

[Signature]
Arlene Cheney

STATE OF MISSOURI)
) SS
COUNTY OF CHRISTIAN)

On this 8th day of December, 2015, before me personally appeared Jonathan & Stephanie House, to me personally known, who, being by me duly sworn, did state that he/she executed the foregoing instrument as his/her own free act and deed.

IN TESTIMONY WHEREOF, I hereunto set my hand and seal the date and year first above written.



[Signature]
Notary Public
Arlene D. Cheney
(Printed Name)

My Commission Expires: 8-12-16

The Christian County Commission hereby accepts the interest in real property conveyed by the Right-of-Way Warranty Deed from Grantor to Christian County, Missouri, as Grantee, for the property legally described above and hereby consents to the recordation of this Right-of-Way Warranty Deed.

Passed, Approved, and Adopted this 14th day of December, 2015.

[Signature]
Ray Weter, Presiding Commissioner

[Signature]
Sue Ann Childers, Eastern Commissioner

[Signature]
Bill Barnett, Western Commissioner

ATTEST:

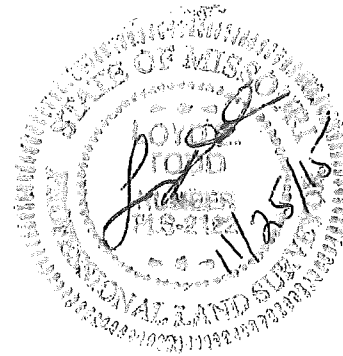
[Signature]
County Clerk

Attachment: Right of Way deed Johns Ford Road (2647 : Right of Way-Johns Ford Road-Common One)

EXHIBIT " A "

REGARDING JOHNS FORD ROAD

A **RIGHT-OF-WAY** described as commencing at an iron pin at the Southwest corner of the Northwest Quarter of the Southwest Quarter (NW1/4 SW1/4) of **Section 21, Township 27N, Range 19W**, Christian County, Missouri; thence along the West line of said Northwest Quarter of the Southwest Quarter N00°11'36"E 818.21 feet for a true point of beginning; Thence continuing along said West line N00°11'36"E 518.60 feet to the North line of said Northwest Quarter of the Southwest Quarter; thence along said North line N89°40'05"E 8.00 feet; thence S00°52'34"W 147.00 feet; thence S04°58'47"E 140.40 feet; thence S00°19'26"E 231.67 feet; thence S89°40'05"W 21.00 feet to the point of beginning.



Attachment: Right of Way deed Johns Ford Road (2647 : Right of Way-Johns Ford Road-Common One)

JOHNS, VIVIAN I LADD, DONALD E & JANET M
130420000000010000 130521000000003000

FRANCKA, BENJAMIN & RUTH M TR
130521000000002000

NEW ROW
←

HOUSE, JONATHAN L & STEPHANIE C
130420000000005000

Sec: 20
Twn: 27
Rng: 10

Sec: 21
Twn: 27
Rng: 10

HOUSE, JONATHAN & STEPHANIE
130521000000004000

JOHNS, RICKY JOE & IDLIE K
130521000000007004

WILLIAMS, BRUCE & DEBBIE
130420000000007000

WRIGHT, MATTHEW B
130521000000005001

HALE, JIM H & CAROL
130521000000005000

JOHNS FORD RD

Attachment: Right of Way deed Johns Ford Road (2647 : Right of Way-Johns Ford Road-Common One)

COMMON ONE

December 14, 2015

Ron Pieracci
Tyler Technologies, Inc
5510 53rd St.
Lubbock, TX 79414

Dear Mr. Pieracci,

The Christian County Commission voted in session to accept your proposal of accounting software for 2016. Thank you for participating and we appreciate all the hard work you put into your proposal. We look forward to working with you.

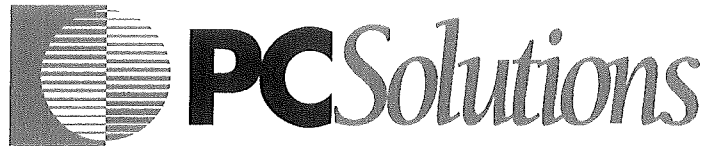
Sincerely,

Ray Weter
Presiding Commissioner

Bill Barnett
Western Commissioner

Sue Ann Childers
Eastern Commissioner

Attachment: Bid Acceptance Tyler Technologies unsigned (2642 : Accounting Software Provider Selection)



Computer & Network Solutions Since 1997

12/14/2015

Christian County Commission

As a resident of Christian County since June, 1987 and a business owner of PC Outlet (DBA PC Solutions) since 1997, I'm proud to call this county my home. If awarded this bid, PC Solutions will work diligently to provide top level IT management of computers, networks, and servers.

Monthly bid: \$10,370

(\$124,440 annual)

(Sheriff \$3450 monthly / \$41,400 annual)

(All other departments \$6,920 monthly / \$83,040 annual)

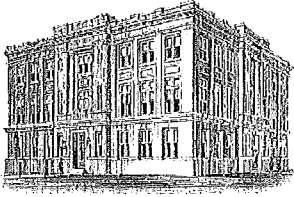
Sincerely,

A handwritten signature in black ink, appearing to read 'Rick Robison', written in a cursive style.

Rick Robison
President & Founder

Attachment: PC Solutions bid proposal (2644 : Network Manage Services RFQ Bid Opening)

Christian County Commission



Request for Qualifications and Proposal

Return bid no later than: December 14, 2015 9:45 a.m. Central Time

Services Requested: Network Managed Services (Provide four summary copies & one detailed unbound original)

Bid Opening Date: December 14, 2015

Bid Opening Time: 10:00 a.m.

Contact: Cheryl Mitchell Administrative Assistant
Christian County Commission
100 W. Church Street Room 100
Ozark, MO 65721

Phone: 417-582-4300 Fax: 417-581-5924

Email: countycommission@christiancountymo.gov

Christian County maintains a list of vendors interested in bidding on products and services for Christian County. It is the vendor's responsibility to update contact information. Vendors are removed from the list if they are invited to bid, but do not participate. The Christian County Commission office is not obligated to send invitations to vendors. Due to the volume of request and postage costs, the Commission Office does not send bids to all interested vendors. Christian County fulfills its legal requirements by posting a notice in the local paper.

1) Submitting your Proposal:

Proposals are opened in public meetings on the opening date and time specified above. Any interested persons may attend. Proposals must be delivered no later than fifteen (15) minutes before opening time mentioned above. Proposals must be received in a SEALED envelope. Mark your envelope "BID DOCUMENTS-DO NOT OPEN". If the Commission office receives a container which is not identified as a bid/proposal, the Administrative Assistant will open the container to determine the contents. If the contents are determined to be a bid/proposal, the container will be resealed and the date and time received will be noted on the outside. All proposals will remain sealed until they are opened and read aloud by the County Commissioners at the specified time. Proposals which are not received in the Commissioner's Office at least 15 minutes prior to opening date and time shall be considered late, regardless of the degree of lateness, and normally will not be presented or opened, except as stated below. At the time fixed for opening of proposals, the content will be made public for the vendor and other interested persons. Vendors are cautioned to review their proposals very carefully. Any additional information, specifications, drawings, etc. should be attached. Bids should be signed and dated.

2) Late proposals:

Under extraordinary circumstances, the Commission may authorize the opening of a late proposal when the proposal was turned over to the physical control of an independent postal or courier service with a promised delivery time prior to the time set for the opening. The County Commission is not responsible for proposals sent to the wrong address, faxed, emailed, or received after the cut-off date and time. Remember to address or hand-deliver your proposal. Proposals will not be accepted by fax or email because we must have the original signed document. Bidders must consider the postal service or courier time schedules when sending their proposal and provide ample time for delivery. The following guidelines may be utilized to determine the criteria for an extraordinary circumstance: Christian County offices were closed due to inclement weather conditions, postal or courier services were delayed due to labor strikes or unforeseen "Acts of God" or postal or courier services did not meet the delivery time promised to the vendor. In such case, the vendor must provide written proof that promised delivery time was prior to the time set for the bid opening.

3) Bid Withdrawal:

After the proposal opening, a vendor may be permitted to withdraw a proposal prior to the award at the sole discretion of the County Commissioners if there is a verifiable error in the proposal and enforcement of the proposal would impose an unconscionable hardship on the vendor. The withdrawal will be considered only after receipt of a written request supporting documentation from the vendor. Withdrawal shall be the vendor's sole remedy for an error other than the obvious clerical error.

11) Insurance:

The vendor shall understand and agree that Christian County cannot save and hold harmless and or indemnify the vendor or employees against any liability incurred or arising as a result of any activity of the vendor, or any activity of the vendor's employees related to the vendor's performance under the contract. Therefore, the vendor must acquire and maintain adequate liability insurance in the form (s) and amount (s) sufficient to protect Christian County, its agencies, its employees, its clients, and the general public against any such loss damage and/or expense related to his/her performance under this contract. The vendor shall take out and maintain during the life of the contract comprehensive general liability insurance which names Christian County, Missouri and its elected officials and employees as additional named insureds in an amount sufficient to cover the sovereign immunity limits for public entities as calculated by the Department of Insurance and published annually in the Missouri Register per section 537.610, RSMo. Vendor shall maintain during the life of the contract Workers Compensation Insurance for Vendor's employees coverage that shall meet Missouri statutory limits or \$1,000,000 for each accident, whichever is greater. General and other non-professional liability insurance shall include an endorsement that adds Christian County and their respective officials and employees as an additional insured. Self-insurance coverage or another alternative risk financing mechanism may be utilized provided that such coverage is verifiable and irrevocably reliable and Christian County is protected as an additional insured.

12) Vendor Liability:

The vendor shall be responsible for any and all personal injury (including death) or property damage as a result of the vendor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition the vendor assumes the obligation to save Christian County, including its agencies, employees, and assignees, from every expense, liability, or payment arising out of such negligent act. The vendor also agrees to hold Christian County including its agencies, employees, and assignees, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the vendor under the terms of the contract. The vendor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by Christian County, including its agencies, employees, and assignees.

13) Business Compliance:

The vendor must be financially sound and must not be operating under the protection of the United States Bankruptcy Code. The vendor must be in compliance with the laws regarding conducting business in the State of Missouri. The vendor certifies by signing the signature page of this original document and any amendment signature page(s) that the vendor and any proposed subcontractors either are presently in compliance with such laws or shall be in compliance with such laws prior to any resulting contract award. The vendor shall provide documentation of compliance upon request by Christian County. The compliance to conduct business in the state shall include but may not be limited to: Registration of business name. (if applicable). Certificate of authority to transact business/certificate of good standing. (if applicable). Taxes (e.g., city/county/state/federal). State and local certifications (e.g. Professions/occupations/activities). Licenses and permits (e.g., city/county license, sales permits). Insurance (e.g., worker's compensation/unemployment compensation).

14) Terms and Conditions:

The vendor is cautioned when submitting pre-printed forms containing terms and conditions or other type material to make sure such documents do not contain other terms and conditions which conflict with those of this agreement and its contractual requirements. The vendor agrees that in the event of conflict between any of the vendor's terms and conditions and those contained in this agreement, that this agreement shall govern. Taking exception to Christian County terms and conditions may render a vendor's bid non-responsive and remove it from consideration for award.

Christian County will enter into a two-year agreement.

Christian County has the option of renewing the agreement for **two (2) additional two-year periods**. This process is accomplished by a vote of the County Commissioners each term and a letter notifying vendor of the award. The Commission will give vendor a 30 day written notice prior to the end of the term whether the county has exercised its option to renew or not.

15) Employee Bidding/Conflict of Interest:

Vendors who are elected or appointed officials or employees of Christian County or any political subdivision thereof, serving in an executive or administrative capacity, must comply with sections 105.450 to 105.458, RSMo, regarding conflict of interest. If the vendor or any owner of the vendor's organization is currently an elected or appointed official or an employee of Christian County or any political subdivision thereof, please provide the following information:

charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc. Notwithstanding any other payment provision of the contract, if the vendor fails to perform required work or services, fails to submit reports when due, or is indebted to the United States, Christian County may withhold payment or reject invoices under the contract. Final invoices are due no later than thirty (30) calendar days after the expiration of the contract. Christian County shall have no obligation to pay any invoice submitted after such date. If a request by the vendor for payment or reimbursement is denied, Christian County shall provide the vendor with written notice of the reason(s) for denial. If the vendor is overpaid by Christian County, upon official notification by Christian County, the vendor shall provide Christian County with a check payable as instructed by Christian County in the amount of such overpayment. The vendor shall submit the overpayment to Christian County at the address specified. The vendor shall agree and understand that Christian County shall be solely responsible for payment for only those services requested by Christian County.

23) Return of Goods:

Christian County may cancel any purchase at any time for a full credit.

24) Management of Materials:

The vendor agrees and understands that as the needs of the county change, the county will notify the vendor of those changes. If requested by the county, the vendor shall make a corresponding adjustment to the services. The vendor will implement the requested changes upon notification. In the event changes occur during the effective period of this contract which are beyond the control of the vendor that significantly increase or decrease the established cost, the vendor or Christian County may request a corresponding modification to the established cost. With such request, the vendor must provide documentation of the change and must demonstrate how such change affects the cost. In addition, the vendor shall recommend an adjusted cost accompanied by the resulting calculations. However, the vendor shall agree and understand that any such request must be approved by the Christian County Commissioners. *The decision of the adjustment to the cost by Christian County shall be final and without recourse.*

25) Schedule:

The vendor shall ensure that services are performed in a manner so as to minimize any interference, annoyance, or disruption to the operations of Christian County. In the event the vendor does not perform in accordance with the vendor's agreement, Christian County shall notify the vendor following determination of such. Vendor shall be responsive to the needs of Christian County at all times. The vendor shall be responsible for all permits, fees, and expenses related to the service. The vendor shall disclose to Christian County all information on sub vendor contracts/agreements, if applicable, including any rebates or incentives offered by sub vendors to the contractor.

26) Services:

The vendor agrees to provide a detailed description of the services to be provided, including any additional information about the service on a separate sheet of paper if needed. The vendor will provide an itemization of the amount the vendor will charge, the unit of measure for the services, and specific increments and timeframes to submit invoices to the vendor and receive payments from the vendor.

27) Reporting Requirements:

On a monthly basis, the vendor shall submit a report to Christian County for each County building site, identify the services provided and the dates of service. The vendor must maintain financial and accounting records and evidence pertaining to the contract in accordance with generally accepted accounting principles. The vendor shall make all records, books, and other documents relevant to the contract available to Christian County and the Christian County Auditor in an acceptable format and at all reasonable times during the term of the contract, and for three (3) years from the date of final payment on the contract or the completion of an independent audit, whichever is later. If any litigation, claim, negotiation, audit, or other actions involving the records has been started before the expiration of the retention period, the vendor shall retain such records until completion of the action and resolution of all issues which arise from it. Failure to retain adequate documentation for any service billed may result in recovery of payments for service not adequately documented.

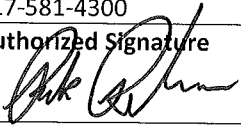
The vendor shall permit the County Auditor or authorized representatives of Christian County or any other division of government to have access, for the purpose of auditing or examination, to any of the vendor's books, documents, papers, records, recording receipts and disbursements of any of the funds paid to the vendor. The vendor further agrees that any audit exception noted by government

specific evidence and reasons why the suspension or debarment is not necessary. On the basis of this information, the suspension may be modified, rescinded, or affirmed. The decision shall be final and mailed to all parties.

33) Declaration:

The vendor hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the price quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County. Signature required below confirming understanding of this statement.

Doing Business as (DBA) Name PC Solutions	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. PC Outlet, Inc.
Mailing Address 410 E. South Street	IRS Form 1099 Mailing Address 410 E. South Street
City, State, Zip Code Ozark, MO 65721	City, State, Zip Code Ozark, MO 65721

Contact Person Rick Robison	Email Address Rick@PCSOzark.com
Phone number 417-581-4300	Fax number 417-581-4793
Authorized Signature 	Date 12/14/2015
Printed Name Rick Robison	Title President

Attachment: PC Solutions bid proposal (2644 : Network Manage Services RFQ Bid Opening)

<p>two (2) workstations 2 Users 100 W. Church Street Room 210</p>	<p>three (3) workstations 3 Users 100 W. Church Street Room 207</p>
<p>Planning & Development <i>(Shares Commission server)</i> seven (7) workstations phone system & Ethernet switch 7 Users 202 W. Elm Street Ozark</p>	<p>Emergency Management <i>(Shares Commission server)</i> one (1) server two (2) workstations, three (3) laptops & Firewall 2 Users 110 W. Elm Street Lower level</p>
<p>Common I Road (not on server now) four (4) workstations 2 laptops 8700 Hwy 14 East, Sparta</p>	<p>Common II Road (not on server now) four (4) workstations 2 laptops 1271 West Side Blvd, Nixa</p>

Prosecutor
17 Work stations
Two (2) servers
Need to be switched to fiber

PA Office IT needs..

- 1. IT technicians & help desk employees (anyone who will be in the office or able to view computers) must**
- a. Pass a background check & be subject to annual background checks**
 - b. Sign a confidentiality agreement.**

- 2. Must be able & willing to coordinate with case management system, e-mail provider, and internet provider
- 3. Must be able & willing to work with the e-mail provider to look for the best way to utilize the secure e-mail & coordinate it with the case management system
- 4. Maintain/Monitor/Service 2 servers
- 5. Maintain/Monitor/Service 17 users (15 employees & computers for up to 2 volunteers/interns)
- 6. 24/7 monitoring of internet connection; 24/7 response
- 7. Recommend & implement a redundancy plan for internet connection
- 8. Fiber internet connection must be available
- 9. System back-up for all software and files utilized in our office
 - a. Automated
 - b. Minimum of back-up every 24 hours
 - c. Monitored 24/7
- 10. Remote help desk readily available during all regular business hours of 8-4:30 p.m.
- 11. System for receiving IT support outside regular business hours
- 12. Network monitoring at all times 24/7
- 13. Hardwire/system support
- 14. Network security
- 15. Virus recovery
- 16. Antivirus recommendation, implementation & monitoring
- 17. Response & resolution-if they are unable to utilize KARPWL, case management system this must be treated as a priority and have a response not to exceed one hour.

Attachment: PC Solutions bid proposal (2644 : Network Manage Services RFQ Bid Opening)

36) Offices and Equipment:

Service	Included in Maintenance Yes or No (If no, indicate fee)
Set-up & Activation charges	YES
24/7 365 days Network Monitoring Services	YES
24/7 365 days Support Access	YES
24/7 365 Remote Support	YES
Monday through Friday 8:00 a.m. through 4:30 p.m. on-site support	YES
Check disk space on local drives daily/as needed	YES
Anti-virus, spyware, adware, other malware monitoring	YES
Investigate CPU, Memory and disk space parameters/correct issues	YES
Internet Service Provider Management	YES
On-site quarterly review	YES
Patches & security scheduled/all devices. (weekend or after 4:30 weekdays)	YES
Disaster recovery support/all servers	YES
Temp files and Temporary internet files/removal from desktops	YES
Windows Asset inventory/run twice monthly	YES
Off-site data backup of Critical Data	YES
E-mail management and archive support	YES
Fiber connection management with Empire Electric & SpringNet	YES
Job tickets report showing tickets worked with the details of the current status of each ticket and the number of hours spent for each ticket.	YES
Support for various departmental software: MAS90 (Clerk) Ulrich (Assessor & Collector) SCO Unix 5.0.7. Enterprise Server, Linux, 3com VoIP, G.I.S., Kiosk (Collector, online payment/Counter credit card (Collector), Windows 2003, 2008	YES
Cisco Firewall security monitoring and IOS updates	YES
Asset management for all hardware and software	YES
Asset tagging and tracking of all covered devices	YES
On-site training for authorized contacts/access support	YES

Attachment: PC Solutions bid proposal (2644 : Network Manage Services RFQ Bid Opening)

Briefly described how your company responds to service request, both routine and critical.

Service requests can be made via telephone call, email, or customer web portal.
 Work ticket is created and sense of urgency is determined.
 Ticket is assigned to technician.

Service	Included in Maintenance Yes or No (If no, indicate fee)
Yearly cost for maintenance of all departments, workstations, laptops, firewalls, switches, and other devices named in this RFQ.	<p style="text-align: center;">Fee: \$ 10,370 per month (\$124,440 annual)</p> <p style="text-align: right;">(\$3450 Sheri (\$6920 All other department</p>
Other-Standard Hourly Labor Rate	\$100
Other-Cabling and Telephony	\$0.00 (included – basic maintenance & repair (parts billed as incurred)

Attachment: PC Solutions bid proposal (2644 : Network Manage Services RFQ Bid Opening)

(38) Contact Information:

Any additional information desired may be requested by mail to the address listed, or by telephone to 417-582-4300. Information requests may also be e-mailed to countycommission@christiancountymo.gov. This e-mail address is for information requests only and shall not be used for submission of proposals or modifications to proposals. Such submissions will be rejected and deleted without notification to the sending party.

Thank you for your consideration of this Invitation to Bid. We appreciate your participation in the bidding process

CHRISTIAN COUNTY COMMISSIONERS

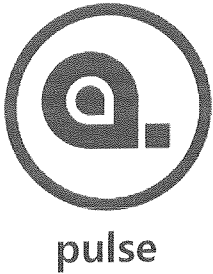
Ray Weter, Presiding Commissioner

Bill Barnett, Western Commissioner

Sue Ann Childers, Eastern Commissioner



Christian County



Pulse IT Management...

was designed with you in mind. Like most growing organizations, your IT needs may be front burner one day due to networking and connectivity issues and quiet the next. With Pulse, we will manage and monitor your network health, security, systems, connectivity and back-ups so you don't have to worry today or tomorrow. It's like hiring a new IT employee at a fraction of the price.

Top reasons for outsourcing IT with PCnet Pulse Management Services:

- Your organization is dependent on technology to drive the business
- Your organization wants to increase profitability, maximize ROI and manage costs more effectively.
- Having PCnet manage your risks lessens the burden for your business and ensures business continuity.
- PCnet assists your organization to continue providing first-class customer service.
- Your organization wants a team of IT professionals managing and maintaining your network.
- IT complexity is constantly evolving which is challenging for business to properly manage.

PCnet - Pulse Premium Service

Premium Service \$9,430/Month

Pulse Pricing is based on the following Network Devices:

Desktops/Laptops 164

**Anti-virus is included for all managed devices.*

**Pulse setup fee is equal to the first month's rate. This allows PCnet engineers to setup software monitoring tools, interview existing staff about business processes and ensure that all devices are operating at maximum efficiency.*

**Setup fee waived for devices that are currently configured with monitoring through PCnet.*

We make your network perfect and keep it that way!



rely



relax



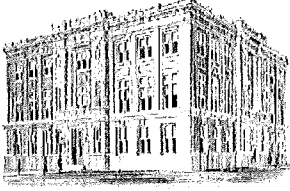
grow





Support	
24/7 Remote Support	Y
24/7 Phone Support	Y
Onsite Support Service	Y
Maintenance	
Asset Management	Y
Guaranteed Response Times	Y
Help Desk Access	Y
Microsoft Patch Management	Y
Drive Space Monitoring	Y
License Management	Y
Data Backup System Monitoring	Y
Event Log Management	Y
Server Resource Management	Y
Application Monitoring	Y
Ethernet Switch Monitoring	Y
Router Management	Y
Printer Setting Management	Y
Printer Monitoring	Y
Quarterly Business Review	Y
Automated Desktop Optimization & Management	Y
Security	
Security Administration	Y
User Account Administration	Y
Firewall Monitoring	Y
Antivirus/spyware Software License And Management	Y
File Sharing Permission Administration	Y
Vendor Services	Y
ISP & 3rd Party Vendor Management	Y
Hosting Company Management	Y
Chief Technology Officer (CTO) Services	
Assigned CTO With Scheduled Cto Calls	Y
Scheduled CTO Calls	Monthly
Disaster Recovery Planning	Annual
Server Disaster Recovery Service	Y
Options	
Microsoft SQL Server Monitoring	As Needed
Managed Intrusion Prevention Service	NA
Standard Labor Rate for Project & After Hours Services	Y

Christian County Commission



Request for Qualifications and Proposal

Return bid no later than: December 14, 2015 9:45 a.m. Central Time

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Bid Opening Date: December 14, 2015

Bid Opening Time: 10:00 a.m.

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Christian County Commission
100 W. Church Street Room 100
Ozark, MO 65721

Phone: 417-582-4300 Fax: 417-581-5924

Email: countycommission@christiancountymo.gov

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Proposals are opened in public meetings on the opening date and time specified above. Any interested persons may attend. Proposals must be delivered no later than fifteen (15) minutes before opening time mentioned above. Proposals must be received in a SEALED envelope. Mark your envelope "BID DOCUMENTS-DO NOT OPEN". If the Commission office receives a container which is not identified as a bid/proposal, the Administrative Assistant will open the container to determine the contents. If the contents are determined to be a bid/proposal, the container will be resealed and the date and time received will be noted on the outside. All proposals will remain sealed until they are opened and read aloud by the County Commissioners at the specified time. Proposals which are not received in the Commissioner's Office at least 15 minutes prior to opening date and time shall be considered late, regardless of the degree of lateness, and normally will not be presented or opened, except as stated below. At the time fixed for opening of proposals, the content will be made public for the vendor and other interested persons. Vendors are cautioned to review their proposals very carefully. Any additional information, specifications, drawings, etc. should be attached. Bids should be signed and dated.

2) Late proposals:

Under extraordinary circumstances, the Commission may authorize the opening of a late proposal when the proposal was turned over to the physical control of an independent postal or courier service with a promised delivery time prior to the time set for the opening. The County Commission is not responsible for proposals sent to the wrong address, faxed, emailed, or received after the cut-off date and time. Remember to address or hand-deliver your proposal. Proposals will not be accepted by fax or email because we must have the original signed document. Bidders must consider the postal service or courier time schedules when sending their proposal and provide ample time for delivery. The following guidelines may be utilized to determine the criteria for an extraordinary circumstance: Christian County offices were closed due to inclement weather conditions, postal or courier services were delayed due to labor strikes or unforeseen "Acts of God" or postal or courier services did not meet the delivery time promised to the vendor. In such case, the vendor must provide written proof that promised delivery time was prior to the time set for the bid opening.

3) Bid Withdrawal:

After the proposal opening, a vendor may be permitted to withdraw a proposal prior to the award at the sole discretion of the County Commissioners if there is a verifiable error in the proposal and enforcement of the proposal would impose an unconscionable hardship on the vendor. The withdrawal will be considered only after receipt of a written request supporting documentation from the vendor. Withdrawal shall be the vendor's sole remedy for an error other than the obvious clerical error.

4) Itemization of Proposal:

Vendor must clearly identify in his/her proposal and on the pricing worksheet, all components. It is mandatory that vendors submit with their proposal documents, itemization of all goods and services proposed. The breakdown must be itemized by model/part number, description of goods or services, and unit cost.

5) Minority Business Participation:

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this Request for Qualifications and Proposal, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

6) Communication with County Employees:

Vendors shall not communicate with any county employee regarding this Request for Qualifications and Proposal with the exception of the county contact written on the first page. Vendors shall ensure that no improper, unethical, or illegal relationships or conflict of interest exists between vendor, the county, any employee, officer, director, or principal of vendor or the county and any other party. The county reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not. The county also reserves the right to decide at its sole discretion whether disqualification of vendor and/or cancellation of award shall result.

7) Collusion:

By submitting a proposal in response to this request, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor or any other competitor. Unless otherwise required by law, the prices in the proposal have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this Request for Qualifications and Proposal, partnership, corporation, or entity to submit or not to submit a proposal in response to this proposal for the purpose of restricting competition.

8) Discount applicable:

Vendor will provide information on any quantity discounts that may apply to the equipment or services utilized in developing their price structure. State the length of time the discounts are available post-installation.

9) Incurred costs:

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendors agent, employees, assigns or others, whether related or not to vendor.

10) Vendor's Personnel Qualifications:

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County Government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel. If requested, the vendor shall provide a list of names, social security numbers, and dates of birth for each such personnel who will be providing services at Christian County buildings. In addition, the vendor must notify Christian County of any additions or changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services.

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

11) Insurance:

The vendor shall understand and agree that Christian County cannot save and hold harmless and or indemnify the vendor or employee against any liability incurred or arising as a result of any activity of the vendor, or any activity of the vendor's employees related to the vendor's performance under the contract. Therefore, the vendor must acquire and maintain adequate liability insurance in the form (s) and amount (s) sufficient to protect Christian County, its agencies, its employees, its clients, and the general public against any such loss damage and/or expense related to his/her performance under this contract. The vendor shall take out and maintain during the life of the contract comprehensive general liability insurance which names Christian County, Missouri and its elected officials and employees as additional named insureds in an amount sufficient to cover the sovereign immunity limits for public entities as calculated by the Department of Insurance and published annually in the Missouri Register per section 537.610, RSMo. Vendor shall maintain during the life of the contract Workers Compensation Insurance for Vendor's employees coverage that shall meet Missouri statutory limits or \$1,000,000 for each accident, whichever is greater. General and other non-professional liability insurance shall include an endorsement that adds Christian County and their respective officials and employees as an additional insured. Self-insurance coverage or another alternative risk financing mechanism may be utilized provided that such coverage is verifiable and irrevocably reliable and Christian County is protected as an additional insured.

12) Vendor Liability:

The vendor shall be responsible for any and all personal injury (including death) or property damage as a result of the vendor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition, the vendor assumes the obligation to save Christian County, including its agencies, employees, and assignees, from every expense, liability, or payment arising out of such negligent act. The vendor also agrees to hold Christian County including its agencies, employees and assignees, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the vendor under the terms of the contract. The vendor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by Christian County, including its agencies, employees, and assignees.

13) Business Compliance:

The vendor must be financially sound and must not be operating under the protection of the United States Bankruptcy Code. The vendor must be in compliance with the laws regarding conducting business in the State of Missouri. The vendor certifies by signing the signature page of this original document and any amendment signature page(s) that the vendor and any proposed subcontractors either are presently in compliance with such laws or shall be in compliance with such laws prior to any resulting contract award. The vendor shall provide documentation of compliance upon request by Christian County. The compliance to conduct business in the state shall include but may be limited to: Registration of business name. (if applicable). Certificate of authority to transact business/certificate of good standing (if applicable). Taxes (e.g., city/county/state/federal). State and local certifications (e.g. Professions/occupations/activities). Licenses and permits (e.g., city/county license, sales permits). Insurance (e.g., worker's compensation/unemployment compensation).

14) Terms and Conditions:

The vendor is cautioned when submitting pre-printed forms containing terms and conditions or other type material to make sure such documents do not contain other terms and conditions which conflict with those of this agreement and its contractual requirements. The vendor agrees that in the event of conflict between any of the vendor's terms and conditions and those contained in this agreement, that this agreement shall govern. Taking exception to Christian County terms and conditions may render a vendor's bid non-responsive and remove it from consideration for award.

Christian County will enter into a two-year agreement.

Christian County has the option of renewing the agreement for **two (2) additional two-year periods**. This process is accomplished by a vote of the County Commissioners each term and a letter notifying vendor of the award. The Commission will give vendor a 30 day written notice prior to the end of the term whether the county has exercised its option to renew or not.

15) Employee Bidding/Conflict of Interest:

Vendors who are elected or appointed officials or employees of Christian County or any political subdivision thereof, serving in an executive or administrative capacity, must comply with sections 105.450 to 105.458, RSMo, regarding conflict of interest. If the vendor or any owner of the vendor's organization is currently an elected or appointed official or an employee of Christian County or any political subdivision thereof, please provide the following information:

Name and title of the elected or appointed official or employee of Christian County or any Political subdivision. The percentage of ownership interest in the vendor's organization held by elected or appointed official or employee of Christian County or political subdivision thereof.

16) Independent Contractor:

The vendor is an independent contractor and shall not represent the vendor or the vendor's employees to be employees of Christian County or an agency of Christian County. The vendor shall assume all legal and financial responsibility for salaries, taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc.

17) Substitutions:

The vendor shall not substitute any item(s) without the prior written approval of the Christian County Commissioners. In the event an item becomes unavailable, the vendor shall be responsible for providing a suitable substitute item. The vendor's failure to provide an acceptable substitute may result in cancellation or termination of the contract. Any item substitution must be a replacement of the contracted item with a product of equal or better capabilities and quality, and with equal or lower pricing. The vendor shall understand that Christian County reserves the right to allow the substitution of any new or different product/system offered by the vendor. Christian County shall be the final authority as to the acceptability of any proposed substitution. Any item substitution shall require a formal contract amendment authorized by Christian County Commissioners prior to Christian County acquiring the substitute item under the contract. The vendor shall not be relieved of substituting a product in the event of manufacturer discontinuation or other reason simple for reasons of unprofitability to the vendor.

18) Replacement of Damaged Product:

The vendor shall be responsible for replacing any item received in damaged condition at no cost to Christian County. This includes all full costs for returning non-functional items to the vendor for replacement.

19) Prices:

The vendor shall submit firm fixed prices on the Pricing Page. All pricing shall be considered firm for the duration of the contract period. All pricing shall be quoted with all fees included. Vendor's prices must be the lowest offered to any governmental or commercial consumer, under the same terms and conditions.

20) Description of Product:

The vendor should present a detailed description of the product proposed on **the Pricing Sheet** in response to this Invitation for Bid. It is the vendor's responsibility to make sure all products proposed are adequately described in order to conduct an evaluation of the bid. At the time fixed for opening of proposals, the content will be made public for the information of the bidder and others interested.

21) Non-Exclusivity:

The Contract is non-exclusive and shall not in any way preclude the County from entering into similar agreements and/or arrangements acquire equal or like goods and/or services from other vendors. The County may make multiple awards from a single solicitation document when such awards are in the best interest of the county.

22) Billing and Payments:

Invoices will be submitted to Accounts Payable, Clerk of the County Commission, 100 W. Church, Room 206, Ozark, MO 65721. It is estimated there are 25 various offices and departments requiring separate billing (if applicable to bid products offered). Vendor shall provide each department with invoices and statements of accounts on a monthly basis noting any amounts and invoices past due. Invoices should be delivered with the materials and packing slip. Payment will be made within 30 days from receipt of an accurate invoice. Services or goods must be received before payment can be made. The vendor shall submit all reports required herein and a copy of each invoice as supporting documentation with the monthly statement. Other than the payments and reimbursements specified above, no other payments or reimbursements shall be made to the vendor for any reason whatsoever including, but not limited to taxes, shipping

charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc. Notwithstanding any other payer provision of the contract, if the vendor fails to perform required work or services, fails to submit reports when due, or is indebted to the United States, Christian County may withhold payment or reject invoices under the contract. Final invoices are due no later than thirty (30) calendar days after the expiration of the contract. Christian County shall have no obligation to pay any invoice submitted after such date. If a request by the vendor for payment or reimbursement is denied, Christian County shall provide the vendor with written notice of the reason(s) for denial. If the vendor is overpaid by Christian County, upon official notification by Christian County, the vendor shall provide Christian County with a check payable as instructed by Christian County in the amount of such overpayment. The vendor shall submit the overpayment to Christian County at the address specified. The vendor shall agree and understand that Christian County shall be solely responsible for payment for only those services requested by Christian County.

23) Return of Goods:

Christian County may cancel any purchase at any time for a full credit.

24) Management of Materials:

The vendor agrees and understands that as the needs of the county change, the county will notify the vendor of those changes. If requested by the county, the vendor shall make a corresponding adjustment to the services. The vendor will implement the requested changes upon notification. In the event changes occur during the effective period of this contract which are beyond the control of the vendor that significantly increase or decrease the established cost, the vendor or Christian County may request a corresponding modification to the established cost. With such request, the vendor must provide documentation of the change and must demonstrate how such change affects the cost. In addition, the vendor shall recommend an adjusted cost accompanied by the resulting calculations. However, the vendor shall agree and understand that any such request must be approved by the Christian County Commissioners. *The decision of the adjustment to the cost by Christian County shall be final and without recourse.*

25) Schedule:

The vendor shall ensure that services are performed in a manner so as to minimize any interference, annoyance, or disruption to the operations of Christian County. In the event the vendor does not perform in accordance with the vendor's agreement, Christian County shall notify the vendor following determination of such. Vendor shall be responsive to the needs of Christian County at all times. The vendor shall be responsible for all permits, fees, and expenses related to the service. The vendor shall disclose to Christian County all information on sub vendor contracts/agreements, if applicable, including any rebates or incentives offered by sub vendors to the contactor.

26) Services:

The vendor agrees to provide a detailed description of the services to be provided, including any additional information about the services on a separate sheet of paper if needed. The vendor will provide an itemization of the amount the vendor will charge, the unit of measure for the services, and specific increments and timeframes to submit invoices to the vendor and receive payments from the vendor.

27) Reporting Requirements:

On a monthly basis, the vendor shall submit a report to Christian County for each County building site, identify the services provided and the dates of service. The vendor must maintain financial and accounting records and evidence pertaining to the contract in accordance with generally accepted accounting principles. The vendor shall make all records, books, and other documents relevant to the contract available to Christian County and the Christian County Auditor in an acceptable format and at all reasonable times during the term of the contract, and for three (3) years from the date of final payment on the contract or the completion of an independent audit, whichever is later. If any litigation, claim, negotiation, audit, or other actions involving the records has been started before the expiration of the retention period, the vendor shall retain such records until completion of the action and resolution of all issues which arise from it. Failure to retain adequate documentation for any service billed may result in recovery of payments for services not adequately documented.

The vendor shall permit the County Auditor or authorized representatives of Christian County or any other division of government have access, for the purpose of auditing or examination, to any of the vendor's books, documents, papers, records, recording receipts and disbursements of any of the funds paid to the vendor. The vendor further agrees that any audit exception noted by governmental audit

shall not be paid by Christian County and shall be the sole responsibility of the vendor. However, the vendor shall have the right to contest any such exception by any legal procedure the vendor deems appropriate. Christian County will pay the vendor all amounts which the vendor may ultimately be held entitled to receive as a result of any such legal action. The vendor shall agree and understand that if contract monitoring reveals that an audit is warranted, Christian County reserves the right to require the vendor to have an audit of financial records, accounting records, and related contract documentation performed by an independent Certified Public Accountant (CPA) in accordance with generally accepted auditing standards. Christian County's determination of the need for the audit shall be final and without recourse.

28) Excused Performance:

Any failure or delay in performance or payment due to contingencies beyond either party's reasonable control, including strikes, riots, terrorist acts, compliance with applicable laws or governmental orders, fires, and acts of God, shall not constitute a breach of this agreement.

29) Cancelling Service:

The Christian County Commission reserves the right to discontinue service at any time by giving a 30 day notice. The vendor shall agree and understand that the vendor shall terminate the services upon written notification from Christian County. The decision by the Christian County Commissioners shall be final and without recourse.

30) Determination for Award:

The award shall be made to the lowest priced responsive vendor. Christian County reserves the right to reject any bid which is determined unacceptable for reasons which may include but are not necessarily limited to: 1) failure of the vendor to meet mandatory general performance specifications; and/or 2) failure of the vendor to meet mandatory technical specifications; and/or, 3) receipt of an information, from any source, regarding delivery of unsatisfactory product or service by the vendor within the past three years. As deemed in its best interests, Christian County reserves the right to clarify any and all portions of any vendor's offer. *Agreements* signed by Christian County must be signed by at least a majority of the members of the *County Commission*. *Agreements* must be attested by the *County Clerk* and approved to form by the *County Counselor*. In addition, the *County Auditor* must certify that there is an unencumbered balance available to pay the contract cost.

31) Protesting bid award:

A bid award protest must be submitted in writing and must be received by the county within ten (10) calendar days after the date of the award. If the tenth day falls on a Saturday, Sunday or state holiday, the period shall extend to the next business day. A protest submitted after the ten (10) calendar day period shall not be considered. The written protest should include the following information: (A) Name, address, and phone number of the protester, (B) Signature of the protester or the protester's representative, (C) Solicitation product, (D) Detailed statement describing the grounds for the protest; and supporting exhibits, evidence, or documentation to substantiate the claim.

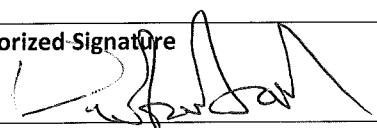
32) Suspension or debarment of Vendor:

The County Commission may suspend or debar a vendor for cause. The following shall be sufficient cause for suspension or debarment. The list is not meant to be all inclusive but shall serve as a guideline for vendor discipline and business ethics:
 Failure to perform in accordance with the terms, conditions and requirements of a contract/purchase order. Violating any federal, state or local law, ordinance or regulation in the performance of a contract/purchase order. Providing false or misleading information on an application, in a bid, or in correspondence to county offices. Failure to honor a bid for the length of time specified. Colluding with others to restrain competition. Obtaining information, by whatever means, related to a proposal submitted by a competitor in response to a request for proposal in order to obtain an unfair advantage during the negotiation process. Contacting bid evaluators or any other persons who may have influence over the award, without authorization from the County Commission, for the purpose of influencing the award a contract; or giving gifts, meals, trips or any other thing of value or a monetary advantage for personal benefit, directly or indirectly, to an employee of the county or to any evaluator of bids/proposals. The vendor may appeal suspension or debarment by submitting a written request to the County Commission within fifteen (15) calendar days after receipt of the formal notice. The vendor must provide specific evidence and reasons why the suspension or debarment is not necessary. On the basis of this information, the suspension may be modified, rescinded, or affirmed. The decision shall be final and mailed to all parties.

33) Declaration:

The vendor hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the price quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County. Signature required below confirms understanding of this statement.

Doing Business as (DBA) Name PCnet	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. PCnet, Inc. /
Mailing Address 2026 E. Phelps	IRS Form 1099 Mailing Address 2026 E. Phelps
City, State, Zip Code Springfield, MO, 65802	City, State, Zip Code Springfield, MO, 65802

Contact Person Duston Farrell	Email Address duston@85under.com
Phone number 417-851-0515	Fax number
Authorized Signature 	Date 12/10/2015
Printed Name Duston Farrell	Title IT Consultant

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

(34) Specifications and Pricing

34) Certification and Experience:

The qualified vendor shall have at least ten years' experience working with governmental agencies. Christian County Personnel work around the clock with multiple departments relying on the network infrastructure. Vendor is required to have 100% reliable IT services with 24/7 support. Christian County employees work around-the-clock server and shall have access in order to clock in or out, perform routine duties, stay connected with other personnel and the network. Some departments access their work from remote locations. Network security and antivirus software must receive 24/7 monitoring. The network must have the ability to deter hackers and outside threats, and support credentials-based clearance levels at departmental and inter-departmental levels while still making it easy for authorized parties to access the information they need. Governmental contracts, policies, employee records, and department-specific records must be securely stored and maintained in an offsite location and backed up at reliable regular intervals in order to ensure protection. Test restore must be performed monthly to ensure that all data is being backed up properly. Must be a Microsoft Certified Partner. Technicians must be certified with Microsoft MCP designations and Cisco Partner certified.

Qualified vendor will provide IT Management, 24/7 Help Desk, Remote Support, Technical Support, Remote Server Management, and Department Support.

35) Offices and Equipment:

<p>Christian County Campus buildings have the following departments, servers and workstations: Including 9 Cisco Switches</p>	
<p>Assessor Danny Gray two (2) servers twenty (20) workstations & Ethernet switch 15 Users 100 W. Church St. Room 301 Ozark, MO 65721</p>	<p>Collector two (2) servers nine (9) workstations & Ethernet switch 4 Users 100 W. Church Street Room 101</p>
<p>Recorder of Deeds two (2) servers six (6) workstations & Ethernet switch 5 Users 100 W. Church Street Room 102</p>	<p>Commission two (2) servers four (4) workstations 4 Users 100 W. Church Street Room 100</p>
<p>County Clerk <i>(Shares Commission server)</i> nine (9) workstations phone system & Ethernet switch 6 Users 100 W. Church Street Room 206</p>	<p>Treasurer <i>(Shares Commission server)</i> two (2) workstations 2 Users 100 W. Church Street Room 209</p>
<p>Auditor <i>(Shares Commission server)</i> two (2) workstations 2 Users</p>	<p>Public Administrator <i>(Shares Commission server)</i> three (3) workstations 3 Users</p>

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

<p>100 W. Church Street Room 210</p>	<p>100 W. Church Street Room 207</p>
<p>Planning & Development <i>(Shares Commission server)</i> seven (7) workstations phone system & Ethernet switch 7 Users</p>	<p>Emergency Management <i>(Shares Commission server)</i> one (1) server two (2) workstations, three (3) laptops & Firewall 2 Users</p>
<p>202 W. Elm Street Ozark</p> <p>Common I Road (not on server now) four (4) workstations 2 laptops</p> <p>8700 Hwy 14 East, Sparta</p>	<p>110 W. Elm Street Lower level</p> <p>Common II Road (not on server now) four (4) workstations 2 laptops</p> <p>1271 West Side Blvd, Nixa</p>

Prosecutor
 17 Work stations
 Two (2) servers
 Need to be switched to fiber

PA Office IT needs..

1. IT technicians & help desk employees (anyone who will be in the office or able to view computers) must
a. Pass a background check & be subject to annual background checks
b. Sign a confidentiality agreement.

2. Must be able & willing to coordinate with case management system, e-mail provider, and internet provider
3. Must be able & willing to work with the e-mail provider to look for the best way to utilize the secure e-mail & coordinate with the case management system
4. Maintain/Monitor/Service 2 servers
5. Maintain/Monitor/Service 17 users (15 employees & computers for up to 2 volunteers/interns)
6. 24/7 monitoring of internet connection; 24/7 response
7. Recommend & implement a redundancy plan for internet connection
8. Fiber internet connection must be available
9. System back-up for all software and files utilized in our office
 - a. Automated
 - b. Minimum of back-up every 24 hours
 - c. Monitored 24/7
10. Remote help desk readily available during all regular business hours of 8-4:30 p.m.
11. System for receiving IT support outside regular business hours
12. Network monitoring at all times 24/7
13. Hardwire/system support
14. Network security
15. Virus recovery
16. Antivirus recommendation, implementation & monitoring
17. Response & resolution-if they are unable to utilize KARPWL, case management system this must be treated as a priority and have a response not to exceed one hour.
18. Technician who will routinely & physically check-in on our office to access any emerging needs

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

19. Computers will be remotely accessed via a team viewer with the user present during the remote in. There will not be 24/7 access to remote into PA computers at the IT company's discretion.

110 W. Elm Street Room 109

Sheriff & Jail

The Christian County Sheriff's Department has 28 Dell OptiPlex Computers with Windows 7 pro, 40 Panasonic Toughbooks CF-53 mobile systems, 40 Verizon MIFI units, 12 printers (User end support only, Printers are under service contracts from leasing company), 3 physical Dell brand (1 Hyper-V Host, 2 Standard) and 3 virtual servers running Windows 2012, 2 managed Cisco 48 port switches, several small non-managed switches and a wireless network. Support Structure: A complete endpoint security, FIPS compliant VPN, Full image based network backups on site and off site, proficiency with Microsoft, (Server 2012, Hyper-V, and Exchange 2013) SLA and ability to provide a fast on site response time, Sufficient personnel to provide the required support is a must.

73 total computers with licenses

110 W. Elm Street Room 70 Ozark

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

36) Offices and Equipment:

Service	Included in Maintenance Yes or No (If no, indicate fee)
Set-up & Activation charges	Setup fees only apply to devices not yet covered. Sheriff's office: \$3,910 setup fee
24/7 365 days Network Monitoring Services	Yes
24/7 365 days Support Access	Yes
24/7 365 Remote Support	Yes
Monday through Friday 8:00 a.m. through 4:30 p.m. on-site support	Yes
Check disk space on local drives daily/as needed	Yes
Anti-virus, spyware, adware, other malware monitoring	Yes
Investigate CPU, Memory and disk space parameters/correct issues	Yes
Internet Service Provider Management	Yes
On-site quarterly review	Yes
Patches & security scheduled/all devices. (weekend or after 4:30 weekdays)	Yes
Disaster recovery support/all servers	Yes
Temp files and Temporary internet files/removal from desktops	Yes
Windows Asset inventory/run twice monthly	Yes
Off-site data backup of Critical Data	Yes
E-mail management and archive support	Yes
Fiber connection management with Empire Electric & SpringNet	Yes
Job tickets report showing tickets worked with the details of the current status of each ticket and the number of hours spent for each ticket.	Yes
Support for various departmental software: MAS90 (Clerk) Ulrich (Assessor & Collector) SCO Unix 5.0.7. Enterprise Server, Linux, 3com VoIP, G.I.S., Kiosk (Collector, online payment/Counter credit card (Collector), Windows 2003, 2008	Yes
Cisco Firewall security monitoring and IOS updates	Yes
Asset management for all hardware and software	Yes
Asset tagging and tracking of all covered devices	Yes
On-site training for authorized contacts/access support	Yes

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

Service	Included in Maintenance Yes or No (If no, indicate fee)
Server monitoring and reporting/schedule server maintenance	Yes
Check event log for errors in systems/ongoing	Yes
Ensure all server services are running smoothly and are operating as designed. Clean and prune directory structure, keep efficient and active.	Yes
Educate and correct user errors (deleted files, corrupted files, etc.)	Yes
Check print queues	Yes
Monitor DSU/TSU, switches, hubs and internet connectivity for operational integrity	Yes
Major SW/HW upgrades to network backbone, including routers, WAN additions, etc.	Yes
Maintain office connectivity to the internet	Yes
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies.	Yes
Permissions and file system management	Yes
Set up new users including login restrictions, passwords, security, applications	Yes
Set up and change security for users and applications	Yes
Monitor for unusual activity among users	Yes
Exchange user/mailbox management	Yes
Monitor directory replication	Yes
Monitor WINS replication	Yes
SQL server management	Yes
Overall application disk space management	Yes
Ensure Microsoft Office Applications are functioning as designed	Yes
I.T. Review and Planning Meetings	Yes
ISP Management	Yes

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

Briefly described how your company responds to service request, both routine and critical.

Service	Included in Maintenance Yes or No (If no, indicate fee)
Yearly cost for maintenance of all departments, workstations, laptops, firewalls, switches, and other devices named in this RFQ.	Yes
Other-Standard Hourly Labor Rate	\$100
Other-Cabling and Telephony	\$100

Attachment: PC Net bid proposal (2644 : Network Manage Services RFQ Bid Opening)

37) Business references:

1st

Ulrich Software

Company Name

Sam Ulrich

Representative Name

1623 E. Arlington Rd

Address

Springfield

City

MO

State

65714

Zip

417-725-2840

Business Phone

Business Fax

Cellular Phone

ulrich@ulrichsoftware.com
email address if available

2nd

Jasper County Collector
Company Name

Steve Holt
Representative Name

PO Box 421
Address

Carthage
City

MO 64836
State Zip

417-237-1062
Business Phone

Business Fax

Cellular Phone

email address if available

3rd

Howell County Collector
Company Name

Larry Spence
Representative Name

104 Courthouse
Address

West Plains
City

MO 65775
State Zip

417-256-4001
Business Phone

Business Fax

Cellular Phone

email address if available

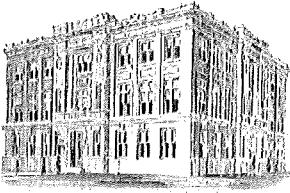
(38) Contact Information:

Any additional information desired may be requested by mail to the address listed, or by telephone to 417-582-4300. Information requests may also be e-mailed to countycommission@christiancountymmo.gov. This e-mail address is for information requests only and shall not be used for submission of proposals or modifications to proposals. Such submissions will be rejected and deleted without notification to the sending party.

Thank you for your consideration of this Invitation to Bid. We appreciate your participation in the bidding process.

CHRISTIAN COUNTY COMMISSIONERS
Ray Weter, Presiding Commissioner
Bill Barnett, Western Commissioner
Sue Ann Childers, Eastern Commissioner

Christian County Commission



Request for Qualifications and Proposal

Return bid no later than: December 14, 2015 9:45 a.m. Central Time

Services Requested: Network Managed Services (Provide four summary copies & one detailed unbound original)

Bid Opening Date: December 14, 2015 Bid Opening Time: 10:00 a.m.

Contact: Cheryl Mitchell Administrative Assistant Phone: 417-582-4300 Fax: 417-581-5924
 Christian County Commission
 100 W. Church Street Room 100 Email: countycommission@christiancountymo.gov
 Ozark, MO 65721

Christian County maintains a list of vendors interested in bidding on products and services for Christian County. It is the vendor's responsibility to update contact information. Vendors are removed from the list if they are invited to bid, but do not participate. The Christian County Commission office is not obligated to send invitations to vendors. Due to the volume of request and postage costs, the Commission Office does not send bids to all interested vendors. Christian County fulfills its legal requirements by posting a notice in the local paper.

1) Submitting your Proposal:

Proposals are opened in public meetings on the opening date and time specified above. Any interested persons may attend. Proposals must be delivered no later than fifteen (15) minutes before opening time mentioned above. Proposals must be received in a SEALED envelope. Mark your envelope "BID DOCUMENTS-DO NOT OPEN". If the Commission office receives a container which is not identifiable as a bid/proposal, the Administrative Assistant will open the container to determine the contents. If the contents are determined to be a bid/proposal, the container will be resealed and the date and time received will be noted on the outside. All proposals will remain sealed until they are opened and read aloud by the County Commissioners at the specified time. Proposals which are not received in the Commissioner's Office at least 15 minutes prior to opening date and time shall be considered late, regardless of the degree of lateness, and normally will not be presented or opened, except as stated below. At the time fixed for opening of proposals, the content will be made public for the vendor and other interested persons. Vendors are cautioned to review their proposals very carefully. Any additional information, specifications, drawings, etc. should be attached. Bids should be signed and dated.

2) Late proposals:

Under extraordinary circumstances, the Commission may authorize the opening of a late proposal when the proposal was turned over to the physical control of an independent postal or courier service with a promised delivery time prior to the time set for the opening. The County Commission is not responsible for proposals sent to the wrong address, faxed, emailed, or received after the cut-off date and time. Remember to address or hand-deliver your proposal. Proposals will not be accepted by fax or email because we must have the original signed document. Bidders must consider the postal service or courier time schedules when sending their proposal and provide ample time for delivery. The following guidelines may be utilized to determine the criteria for an extraordinary circumstance: Christian County offices were closed due to inclement weather conditions, postal or courier services were delayed due to labor strikes or unforeseen "Acts of God" or postal or courier services did not meet the delivery time promised to the vendor. In such case, the vendor must provide written proof that promised delivery time was prior to the time set for the bid opening.

3) Bid Withdrawal:

After the proposal opening, a vendor may be permitted to withdraw a proposal prior to the award at the sole discretion of the County Commissioners if there is a verifiable error in the proposal and enforcement of the proposal would impose an unconscionable hardship on the vendor. The withdrawal will be considered only after receipt of a written request supporting documentation from the vendor. Withdrawal shall be the vendor's sole remedy for an error other than the obvious clerical error.

4) Itemization of Proposal:

Vendor must clearly identify in his/her proposal and on the pricing worksheet, all components. It is mandatory that vendors submit with their proposal documents, itemization of all goods and services proposed. The breakdown must be itemized by model/part number, description of goods or services, and unit cost.

5) Minority Business Participation:

Christian County encourages the participation and utilization of minority business enterprises in all projects of the county. Christian County will provide equitable and fair opportunity to minority businesses to submit bids and proposals and to receive an award. By responding to this Request for Qualifications and Proposal, the vendor agrees that it does not discriminate on the basis of race, religion, creed, national origin, age, sex or disability, and that it will refrain from any unlawful employment practices.

6) Communication with County Employees:

Vendors shall not communicate with any county employee regarding this Request for Qualifications and Proposal with the exception of the county contact written on the first page. Vendors shall ensure that no improper, unethical, or illegal relationships or conflict of interest exists between vendor, the county, any employee, officer, director, or principal of vendor or the county and any other party. The county reserves the right to determine the materiality of such relationships, when discovered or disclosed, whether intended or not. The county also reserves the right to decide at its sole discretion whether disqualification of vendor and/or cancellation of award shall result.

7) Collusion:

By submitting a proposal in response to this request, vendor and each person signing on behalf of the vendor, certify under penalty of perjury, that to the best of his/her belief the prices in the proposal were arrived at independently and without collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor, or any other competitor. Unless otherwise required by law, the prices in the proposal have not been knowingly disclosed by vendor, and will not be knowingly disclosed by vendor, prior to opening, directly or indirectly, to any other vendor or competitor. No attempt has been made or will be made by vendor or any other person associated with this Request for Qualifications and Proposal, partnership, corporation, or entity to submit or not to submit a proposal in response to this proposal for the purpose of restricting competition.

8) Discount applicable:

Vendor will provide information on any quantity discounts that may apply to the equipment or services utilized in developing their price structure. State the length of time the discounts are available post-installation.

9) Incurred costs:

The county is not liable for any costs incurred by a vendor in the preparation or production of its proposal or for any work performed prior to the issuance of a valid contract under Missouri law. Such exemption from liability applies whether such costs are incurred by vendor or indirectly through vendor's agent, employees, assigns or others, whether related or not to vendor.

10) Vendor's Personnel Qualifications:

Christian County reserves the right to approve or disapprove the vendor's personnel providing services for Christian County Government. Christian County also reserves the right to request replacement of any person assigned to provide services. Unless the situation regarding the personnel requires immediate replacement, the vendor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel. If requested, the vendor shall provide a list of names, social security numbers, and dates of birth for each such personnel who will be providing services at Christian County buildings. In addition, the vendor must notify Christian County of any additions or changes to the list. Christian County reserves the right to accept or reject any of the vendor's personnel assigned to the contract to provide services.

11) Insurance:

The vendor shall understand and agree that Christian County cannot save and hold harmless and or indemnify the vendor or employee against any liability incurred or arising as a result of any activity of the vendor, or any activity of the vendor's employees related to the vendor's performance under the contract. Therefore, the vendor must acquire and maintain adequate liability insurance in the form (s) and amount (s) sufficient to protect Christian County, its agencies, its employees, its clients, and the general public against any such loss damage and/or expense related to his/her performance under this contract. The vendor shall take out and maintain during the life of the contract comprehensive general liability insurance which names Christian County, Missouri and its elected officials and employees as additional named insureds in an amount sufficient to cover the sovereign immunity limits for public entities as calculated by the Department of Insurance and published annually in the Missouri Register per section 537.610, RSMo. Vendor shall maintain during the life of the contract Workers Compensation Insurance for Vendor's employees coverage that shall meet Missouri statutory limits or \$1,000,000 for each accident, whichever is greater. General and other non-professional liability insurance shall include an endorsement that adds Christian County and their respective officials and employees as an additional insured. Self-insurance coverage or another alternative risk financing mechanism may be utilized provided that such coverage is verifiable and irrevocably reliable and Christian County is protected as an additional insured.

12) Vendor Liability:

The vendor shall be responsible for any and all personal injury (including death) or property damage as a result of the vendor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition, the vendor assumes the obligation to save Christian County, including its agencies, employees, and assignees, from every expense, liability, or payment arising out of such negligent act. The vendor also agrees to hold Christian County including its agencies, employees and assignees, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the vendor under the terms of the contract. The vendor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by Christian County, including its agencies, employees, and assignees.

13) Business Compliance:

The vendor must be financially sound and must not be operating under the protection of the United States Bankruptcy Code. The vendor must be in compliance with the laws regarding conducting business in the State of Missouri. The vendor certifies by signing the signature page of this original document and any amendment signature page(s) that the vendor and any proposed subcontractors either are presently in compliance with such laws or shall be in compliance with such laws prior to any resulting contract award. The vendor shall provide documentation of compliance upon request by Christian County. The compliance to conduct business in the state shall include but may not be limited to: Registration of business name. (if applicable). Certificate of authority to transact business/certificate of good standing. (if applicable). Taxes (e.g., city/county/state/federal). State and local certifications (e.g. Professions/occupations/activities). Licenses and permits (e.g., city/county license, sales permits). Insurance (e.g., worker's compensation/unemployment compensation).

14) Terms and Conditions:

The vendor is cautioned when submitting pre-printed forms containing terms and conditions or other type material to make sure such documents do not contain other terms and conditions which conflict with those of this agreement and its contractual requirements. The vendor agrees that in the event of conflict between any of the vendor's terms and conditions and those contained in this agreement, that this agreement shall govern. Taking exception to Christian County terms and conditions may render a vendor's bid non-responsive and remove it from consideration for award.

Christian County will enter into a two-year agreement.

Christian County has the option of renewing the agreement for **two (2) additional two-year periods**. This process is accomplished by a vote of the County Commissioners each term and a letter notifying vendor of the award. The Commission will give vendor a 30 day written notice prior to the end of the term whether the county has exercised its option to renew or not.

15) Employee Bidding/Conflict of Interest:

Vendors who are elected or appointed officials or employees of Christian County or any political subdivision thereof, serving in an executive or administrative capacity, must comply with sections 105.450 to 105.458, RSMo, regarding conflict of interest. If the vendor or any owner of the vendor's organization is currently an elected or appointed official or an employee of Christian County or any political subdivision thereof, please provide the following information:

Name and title of the elected or appointed official or employee of Christian County or any Political subdivision. The percentage of ownership interest in the vendor's organization held by elected or appointed official or employee of Christian County or political subdivision thereof.

16) Independent Contractor:

The vendor is an independent contractor and shall not represent the vendor or the vendor's employees to be employees of Christian County or an agency of Christian County. The vendor shall assume all legal and financial responsibility for salaries, taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc.

17) Substitutions:

The vendor shall not substitute any item(s) without the prior written approval of the Christian County Commissioners. In the event an item becomes unavailable, the vendor shall be responsible for providing a suitable substitute item. The vendor's failure to provide an acceptable substitute may result in cancellation or termination of the contract. Any item substitution must be a replacement of the contracted item with a product of equal or better capabilities and quality, and with equal or lower pricing. The vendor shall understand that Christian County reserves the right to allow the substitution of any new or different product/system offered by the vendor. Christian County shall be the final authority as to the acceptability of any proposed substitution. Any item substitution shall require a formal contract amendment authorized by Christian County Commissioners prior to Christian County acquiring the substitute item under the contract. The vendor shall not be relieved of substituting a product in the event of manufacturer discontinuation or other reason simple for reasons of unprofitability to the vendor.

18) Replacement of Damaged Product:

The vendor shall be responsible for replacing any item received in damaged condition at no cost to Christian County. This includes all full costs for returning non-functional items to the vendor for replacement.

19) Prices:

The vendor shall submit firm fixed prices on the Pricing Page. All pricing shall be considered firm for the duration of the contract period. All pricing shall be quoted with all fees included. Vendor's prices must be the lowest offered to any governmental or commercial consumer, under the same terms and conditions.

20) Description of Product:

The vendor should present a detailed description of the product proposed on **the Pricing Sheet** in response to this Invitation for Bid. It is the vendor's responsibility to make sure all products proposed are adequately described in order to conduct an evaluation of the bid. At the time fixed for opening of proposals, the content will be made public for the information of the bidder and others interested.

21) Non-Exclusivity:

The Contract is non-exclusive and shall not in any way preclude the County from entering into similar agreements and/or arrangements acquire equal or like goods and/or services from other vendors. The County may make multiple awards from a single solicitation document when such awards are in the best interest of the county.

22) Billing and Payments:

Invoices will be submitted to Accounts Payable, Clerk of the County Commission, 100 W. Church, Room 206, Ozark, MO 65721. It is estimated there are 25 various offices and departments requiring separate billing (if applicable to bid products offered). Vendor shall provide each department with invoices and statements of accounts on a monthly basis noting any amounts and invoices past due. Invoices should be delivered with the materials and packing slip. Payment will be made within 30 days from receipt of an accurate invoice. Services or goods must be received before payment can be made. The vendor shall submit all reports required herein and a copy of each invoice as supporting documentation with the monthly statement. Other than the payments and reimbursements specified above, no other payments or reimbursements shall be made to the vendor for any reason whatsoever including, but not limited to taxes, shipping

charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc. Notwithstanding any other payment provision of the contract, if the vendor fails to perform required work or services, fails to submit reports when due, or is indebted to the United States, Christian County may withhold payment or reject invoices under the contract. Final invoices are due no later than thirty (30) calendar days after the expiration of the contract. Christian County shall have no obligation to pay any invoice submitted after such date. If a request by the vendor for payment or reimbursement is denied, Christian County shall provide the vendor with written notice of the reason(s) for denial. If the vendor is overpaid by Christian County, upon official notification by Christian County, the vendor shall provide Christian County with a check payable as instructed by Christian County in the amount of such overpayment. The vendor shall submit the overpayment to Christian County at the address specified. The vendor shall agree and understand that Christian County shall be solely responsible for payment for only those services requested by Christian County.

23) Return of Goods:

Christian County may cancel any purchase at any time for a full credit.

24) Management of Materials:

The vendor agrees and understands that as the needs of the county change, the county will notify the vendor of those changes. If requested by the county, the vendor shall make a corresponding adjustment to the services. The vendor will implement the requested changes upon notification. In the event changes occur during the effective period of this contract which are beyond the control of the vendor that significantly increase or decrease the established cost, the vendor or Christian County may request a corresponding modification to the established cost. With such request, the vendor must provide documentation of the change and must demonstrate how such change affects the cost. In addition, the vendor shall recommend an adjusted cost accompanied by the resulting calculations. However, the vendor shall agree and understand that any such request must be approved by the Christian County Commissioners. *The decision of the adjustment to the cost by Christian County shall be final and without recourse.*

25) Schedule:

The vendor shall ensure that services are performed in a manner so as to minimize any interference, annoyance, or disruption to the operations of Christian County. In the event the vendor does not perform in accordance with the vendor's agreement, Christian County shall notify the vendor following determination of such. Vendor shall be responsive to the needs of Christian County at all times. The vendor shall be responsible for all permits, fees, and expenses related to the service. The vendor shall disclose to Christian County all information on sub vendor contracts/agreements, if applicable, including any rebates or incentives offered by sub vendors to the contactor.

26) Services:

The vendor agrees to provide a detailed description of the services to be provided, including any additional information about the services on a separate sheet of paper if needed. The vendor will provide an itemization of the amount the vendor will charge, the unit of measure for the services, and specific increments and timeframes to submit invoices to the vendor and receive payments from the vendor.

27) Reporting Requirements:

On a monthly basis, the vendor shall submit a report to Christian County for each County building site, identify the services provided and the dates of service. The vendor must maintain financial and accounting records and evidence pertaining to the contract in accordance with generally accepted accounting principles. The vendor shall make all records, books, and other documents relevant to the contract available to Christian County and the Christian County Auditor in an acceptable format and at all reasonable times during the term of the contract, and for three (3) years from the date of final payment on the contract or the completion of an independent audit, whichever is later. If any litigation, claim, negotiation, audit, or other actions involving the records has been started before the expiration of the retention period, the vendor shall retain such records until completion of the action and resolution of all issues which arise from it. Failure to retain adequate documentation for any service billed may result in recovery of payments for services not adequately documented.

The vendor shall permit the County Auditor or authorized representatives of Christian County or any other division of government have access, for the purpose of auditing or examination, to any of the vendor's books, documents, papers, records, recording receipts and disbursements of any of the funds paid to the vendor. The vendor further agrees that any audit exception noted by government

auditors shall not be paid by Christian County and shall be the sole responsibility of the vendor. However, the vendor shall have the right to contest any such exception by any legal procedure the vendor deems appropriate. Christian County will pay the vendor all amounts which the vendor may ultimately be held entitled to receive as a result of any such legal action. The vendor shall agree and understand that if contract monitoring reveals that an audit is warranted, Christian County reserves the right to require the vendor to have an audit of financial records, accounting records, and related contract documentation performed by an independent Certified Public Accountant (CPA) in accordance with generally accepted auditing standards. Christian County's determination of the need for the audit shall be final and without recourse.

28) Excused Performance:

Any failure or delay in performance or payment due to contingencies beyond either party's reasonable control, including strikes, riots, terrorist acts, compliance with applicable laws or governmental orders, fires, and acts of God, shall not constitute a breach of this agreement.

29) Cancelling Service:

The Christian County Commission reserves the right to discontinue service at any time by giving a 30 day notice. The vendor shall agree and understand that the vendor shall terminate the services upon written notification from Christian County. The decision by the Christian County Commissioners shall be final and without recourse.

30) Determination for Award:

The award shall be made to the lowest priced responsive vendor. Christian County reserves the right to reject any bid which is determined unacceptable for reasons which may include but are not necessarily limited to: 1) failure of the vendor to meet mandatory general performance specifications; and/or 2) failure of the vendor to meet mandatory technical specifications; and/or, 3) receipt of any information, from any source, regarding delivery of unsatisfactory product or service by the vendor within the past three years. As deemed in its best interests, Christian County reserves the right to clarify any and all portions of any vendor's offer. *Agreements* signed by Christian County must be signed by at least a majority of the members of the *County Commission*. *Agreements* must be attested by the *County Clerk* and approved to form by the *County Counselor*. In addition, the *County Auditor* must certify that there is an unencumbered balance available to pay the contract cost.

31) Protesting bid award:

A bid award protest must be submitted in writing and must be received by the county within ten (10) calendar days after the date of the award. If the tenth day falls on a Saturday, Sunday or state holiday, the period shall extend to the next business day. A protest submitted after the ten (10) calendar day period shall not be considered. The written protest should include the following information: (A) Name, address, and phone number of the protester, (B) Signature of the protester or the protester's representative, (C) Solicitation product, (D) Detailed statement describing the grounds for the protest; and supporting exhibits, evidence, or documentation to substantiate the claim.

32) Suspension or debarment of Vendor:

The County Commission may suspend or debar a vendor for cause. The following shall be sufficient cause for suspension or debarment. The list is not meant to be all inclusive but shall serve as a guideline for vendor discipline and business ethics:

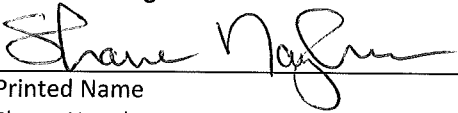
Failure to perform in accordance with the terms, conditions and requirements of a contract/purchase order. Violating any federal, state or local law, ordinance or regulation in the performance of a contract/purchase order. Providing false or misleading information on an application, in a bid, or in correspondence to county offices. Failure to honor a bid for the length of time specified. Colluding with others to restrain competition. Obtaining information, by whatever means, related to a proposal submitted by a competitor in response to a request for proposal in order to obtain an unfair advantage during the negotiation process. Contacting bid evaluators or any other person who may have influence over the award, without authorization from the County Commission, for the purpose of influencing the award on a contract; or giving gifts, meals, trips or any other thing of value or a monetary advantage for personal benefit, directly or indirectly, to an employee of the county or to any evaluator of bids/proposals. The vendor may appeal suspension or debarment by submitting a written request to the County Commission within fifteen (15) calendar days after receipt of the formal notice. The vendor must provide

specific evidence and reasons why the suspension or debarment is not necessary. On the basis of this information, the suspension may be modified, rescinded, or affirmed. The decision shall be final and mailed to all parties.

33) Declaration:

The vendor hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the price quoted, in accordance with all terms and conditions, requirements, and specifications of this original invitation to bid. The vendor further agrees that upon receipt of an authorized purchase order from the Christian County Commission or when a Notice of Award is signed and issued by the Commission, a binding contract shall exist between the vendor and Christian County. Signature required below confirms understanding of this statement.

Doing Business as (DBA) Name DaZzee Integrations	Legal Name of Entity/Individual Filed with IRS for this Tax ID No. Enterprise Networks by Design, L.L.C
Mailing Address 118 State Dr.	IRS Form 1099 Mailing Address 118 State Dr.
City, State, Zip Code Hollister, MO 65672	City, State, Zip Code Hollister, MO 65672

Contact Person Shane Naugher	Email Address shane@dazzee.com
Phone number 417-334-4312	Fax number 417-339-2676
Authorized Signature 	Date 12/10/15
Printed Name Shane Naugher	Title President

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

(34) Specifications and Pricing

34) Certification and Experience:

The qualified vendor shall have at least ten years' experience working with governmental agencies. Christian County Personnel work around the clock with multiple departments relying on the network infrastructure. Vendor is required to have 100% reliable IT services with 24/7 support. Christian County employees work around-the-clock server and shall have access in order to clock in or out, perform routine duties, stay connected with other personnel and the network. Some departments access their work from remote locations. Network security and antivirus software must receive 24/7 monitoring. The network must have the ability to deter hackers and outside threats, and support credentials-based clearance levels at departmental and inter-departmental levels while still making it easy for authorized parties to access the information they need. Governmental contracts, policies, employee records, and department-specific records must be securely stored and maintained in an offsite location and backed up at reliable, regular intervals in order to ensure protection. Test restore must be performed monthly to ensure that all data is being backed up properly. Must be a Microsoft Certified Partner. Technicians must be certified with Microsoft MCP designations and Cisco Partner certified.

Qualified vendor will provide IT Management, 24/7 Help Desk, Remote Support, Technical Support, Remote Server Management, and Department Support.

35) Offices and Equipment:

<p>Christian County Campus buildings have the following departments, servers and workstations: Including 9 Cisco Switches</p>	
<p>Assessor Danny Gray two (2) servers twenty (20) workstations & Ethernet switch 15 Users 100 W. Church St. Room 301 Ozark, MO 65721</p>	<p>Collector two (2) servers nine (9) workstations & Ethernet switch 4 Users 100 W. Church Street Room 101</p>
<p>Recorder of Deeds two (2) servers six (6) workstations & Ethernet switch 5 Users 100 W. Church Street Room 102</p>	<p>Commission two (2) servers four (4) workstations 4 Users 100 W. Church Street Room 100</p>
<p>County Clerk <i>(Shares Commission server)</i> nine (9) workstations phone system & Ethernet switch 6 Users 100 W. Church Street Room 206</p>	<p>Treasurer <i>(Shares Commission server)</i> two (2) workstations 2 Users 100 W. Church Street Room 209</p>
<p>Auditor <i>(Shares Commission server)</i></p>	<p>Public Administrator <i>(Shares Commission server)</i></p>

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

<p>two (2) workstations 2 Users 100 W. Church Street Room 210</p>	<p>three (3) workstations 3 Users 100 W. Church Street Room 207</p>
<p>Planning & Development <i>(Shares Commission server)</i> seven (7) workstations phone system & Ethernet switch 7 Users 202 W. Elm Street Ozark</p>	<p>Emergency Management <i>(Shares Commission server)</i> one (1) server two (2) workstations, three (3) laptops & Firewall 2 Users 110 W. Elm Street Lower level</p>
<p>Common I Road (not on server now) four (4) workstations 2 laptops 8700 Hwy 14 East, Sparta</p>	<p>Common II Road (not on server now) four (4) workstations 2 laptops 1271 West Side Blvd, Nixa</p>

Prosecutor
17 Work stations
Two (2) servers
Need to be switched to fiber

PA Office IT needs..

- 1. IT technicians & help desk employees (anyone who will be in the office or able to view computers) must**
- a. Pass a background check & be subject to annual background checks**
 - b. Sign a confidentiality agreement.**

- 2. Must be able & willing to coordinate with case management system, e-mail provider, and internet provider
- 3. Must be able & willing to work with the e-mail provider to look for the best way to utilize the secure e-mail & coordinate it with the case management system
- 4. Maintain/Monitor/Service 2 servers
- 5. Maintain/Monitor/Service 17 users (15 employees & computers for up to 2 volunteers/interns)
- 6. 24/7 monitoring of internet connection; 24/7 response
- 7. Recommend & implement a redundancy plan for internet connection
- 8. Fiber internet connection must be available
- 9. System back-up for all software and files utilized in our office
 - a. Automated
 - b. Minimum of back-up every 24 hours
 - c. Monitored 24/7
- 10. Remote help desk readily available during all regular business hours of 8-4:30 p.m.
- 11. System for receiving IT support outside regular business hours
- 12. Network monitoring at all times 24/7
- 13. Hardwire/system support
- 14. Network security
- 15. Virus recovery
- 16. Antivirus recommendation, implementation & monitoring
- 17. Response & resolution-if they are unable to utilize KARPWL, case management system this must be treated as a priority and have a response not to exceed one hour.

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

- 18. Technician who will routinely & physically check-in on our office to access any emerging needs
- 19. Computers will be remotely accessed via a team viewer with the user present during the remote in. There will not be 24/ access to remote into PA computers at the IT company's discretion.

110 W. Elm Street Room 109

Sheriff & Jail

The Christian County Sheriff's Department has 28 Dell OptiPlex Computers with Windows 7 pro, 40 Panasonic Toughbooks CF-53 mobile systems, 40 Verizon MIFI units, 12 printers (User end support only, Printers are under service contracts from leasing company), 3 physical Dell brand (1 Hyper-V Host, 2 Standard) and 3 virtual servers running Windows 2012, 2 managed Cisco 48 port switches, several small non-managed switches and a wireless network.

Support Structure: A complete endpoint security, FIPS compliant VPN, Full image based network backups on site and off site, proficiency with Microsoft, (Server 2012, Hyper-V, and Exchange 2013) SLA and ability to provide a fast on site response time, Sufficient personnel to provide the required support is a must.

73 total computers with licenses

110 W. Elm Street Room 70 Ozark

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

36) Offices and Equipment:

Service	Included in Maintenance Yes or No (If no, indicate fee)
Set-up & Activation charges	Yes - \$1500
24/7 365 days Network Monitoring Services	Yes
24/7 365 days Support Access	Yes
24/7 365 Remote Support	Yes
Monday through Friday 8:00 a.m. through 4:30 p.m. on-site support	Yes
Check disk space on local drives daily/as needed	Yes
Anti-virus, spyware, adware, other malware monitoring	Yes – and BitDefender AV software included
Investigate CPU, Memory and disk space parameters/correct issues	Yes
Internet Service Provider Management	Yes
On-site quarterly review	Yes
Patches & security scheduled/all devices. (weekend or after 4:30 weekdays)	Yes
Disaster recovery support/all servers	Yes
Temp files and Temporary internet files/removal from desktops	Yes
Windows Asset inventory/run twice monthly	Yes
Off-site data backup of Critical Data	Yes
E-mail management and archive support	Yes
Fiber connection management with Empire Electric & SpringNet	Yes
Job tickets report showing tickets worked with the details of the current status of each ticket and the number of hours spent for each ticket.	Yes
Support for various departmental software: MAS90 (Clerk) Ulrich (Assessor & Collector) SCO Unix 5.0.7. Enterprise Server, Linux, 3com VoIP, G.I.S., Kiosk (Collector, online payment/Counter credit card (Collector), Windows 2003, 2008	Yes
Cisco Firewall security monitoring and IOS updates	Yes
Asset management for all hardware and software	Yes
Asset tagging and tracking of all covered devices	Yes
On-site training for authorized contacts/access support	Yes

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

Service	Included in Maintenance Yes or No (If no, indicate fee)
Server monitoring and reporting/schedule server maintenance	Yes
Check event log for errors in systems/ongoing	Yes
Ensure all server services are running smoothly and are operating as designed. Clean and prune directory structure, keep efficient and active.	Yes
Educate and correct user errors (deleted files, corrupted files, etc.)	Yes
Check print queues	Yes
Monitor DSU/TSU, switches, hubs and internet connectivity for operational integrity	Yes
Major SW/HW upgrades to network backbone, including routers, WAN additions, etc.	Yes
Maintain office connectivity to the internet	Yes
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies.	Yes
Permissions and file system management	Yes
Set up new users including login restrictions, passwords, security, applications	Yes
Set up and change security for users and applications	Yes
Monitor for unusual activity among users	Yes
Exchange user/mailbox management	Yes
Monitor directory replication	Yes
Monitor WINS replication	Yes
SQL server management	Yes
Overall application disk space management	Yes
Ensure Microsoft Office Applications are functioning as designed	Yes
I.T. Review and Planning Meetings	Yes
ISP Management	Yes

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

Briefly described how your company responds to service request, both routine and critical. – All Systems are continuously monitored a software agent and the monitors automatically create alerts and tickets. Critical tickets and alerts are send to all team members to insure the quickest response. Routine tickets and alerts are routed to our dedicated Dispatch/Triage who then assigns tickets out ba upon availability and requirements.

Service	Included in Maintenance Yes or No (If no, indicate fee)
Yearly cost for maintenance of all departments, workstations, laptops, firewalls, switches, and other devices named in this RFQ.	Yes – paid by monthly amount Fee:
Other-Standard Hourly Labor Rate	Standard Engineering rate is \$185/hr but as a client your rate would be discounted 15% to \$157.25/Hr Standard Server/Systems Admin. rate is \$125/hr but as a client your rate would be discounted 15% to \$106.25
Other-Cabling and Telephony	Cabling standard rate is \$125/drop but as a client your rate would be discounted to \$106.25/drop

37) Business references:

1st
 City of Branson
Company Name
 110 W. Maddox
Address
 417-334-3345

Chad Forster
Representative Name
 Branson MO 65617
City State Zip

Business Phone Business Fax Cellular Phone
 cforster@bransonmo.gov

email address if available

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

2nd

Branson Dialysis
Company Name
101 Skaggs Rd # 302

Julie Williams
Representative Name
Branson MO 65616

Address City State Zip
417-334-8288

Business Phone Business Fax Cellular Phone
jwilliams@bransondialysis.com

email address if available

3rd

SmileZone Dentistry
Company Name
1531 E. Sunshine St.

Eric Hudkins
Representative Name
Springfield MO 65804

Address City State Zip
417-883-5866

Business Phone Business Fax Cellular Phone
ehudkins@gmail.com

email address if available

(38) Contact Information:

Any additional information desired may be requested by mail to the address listed, or by telephone to 417-582-4300. Information requests may also be e-mailed to countycommission@christiancountymo.gov. This e-mail address is for information requests only and shall not be used for submission of proposals or modifications to proposals. Such submissions will be rejected and deleted without notification to the sending party.

Thank you for your consideration of this Invitation to Bid. We appreciate your participation in the bidding process.

CHRISTIAN COUNTY COMMISSIONERS
Ray Weter, Presiding Commissioner
Bill Barnett, Western Commissioner
Sue Ann Childers, Eastern Commissioner

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)



Attachment: Dazzee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

We have prepared a quote for you

Christian County Commission - Virtual IT Proposal 2015

Quote # 001366
Version 1

Prepared for:

Christian County Commission

Cheryl Mitchell
countycommission@christiancountymo.gov

▶ Proprietary Notice & Non-Disclosure Statement

Information contained in this document is provided under an exclusive, perpetual non-disclosure agreement and cannot be copied, transmitted, excerpted, or otherwise communicated to anyone without the prior written consent of DaZZee Integrations.

This package contains proprietary and trade secret information. All data furnished in connection with this package is intended for in evaluating potential business opportunities with DaZZee Integrations and is considered proprietary information.

Intended recipients of this document shall have the right to duplicate, use, or disclose the data contained herein to the extent necessary to perform their duties in the interest of formulating a business relationship with DaZZee Integrations, but may not use information as the basis to obtain competitive quotes from other vendors.

These restrictions do not limit the right to use information contained herein if said data is obtained from another source, without restriction. These restrictions apply to all media comprising this package.

Overview

Based upon our initial discussions, we feel that Christian County would be a great fit for the advantages DaZZee Virtual IT has to offer. The DaZZee solution will easily address the complete solution requested in the RFP and many others. The solution is designed to keep up with growth and changing needs inherent to the small business environment. By choosing a complete approach to your technology needs you can get a fully functional technology service tailored to your business needs without the operational expense of having a full time IT staff. With DaZZee Virtual IT you lower your overall IT related costs and provide predictable results with a predictable monthly cost. This is very important now, and even more so as your business grows. DaZZee Integrations has been in the business of designing, building, maintaining, and supporting networks for over 15 years in the Missouri and Arkansas markets. We can put our years of expertise in the IT field to work for Christian County at a fraction of the cost it would normally take to hire, train, and obtain the skill sets independently. In addition, we hope that by utilizing our services we can save you time, money, and headaches in the future by developing an IT Lifecycle Planning system to make sure you stay ahead of the curve in business driven technology.

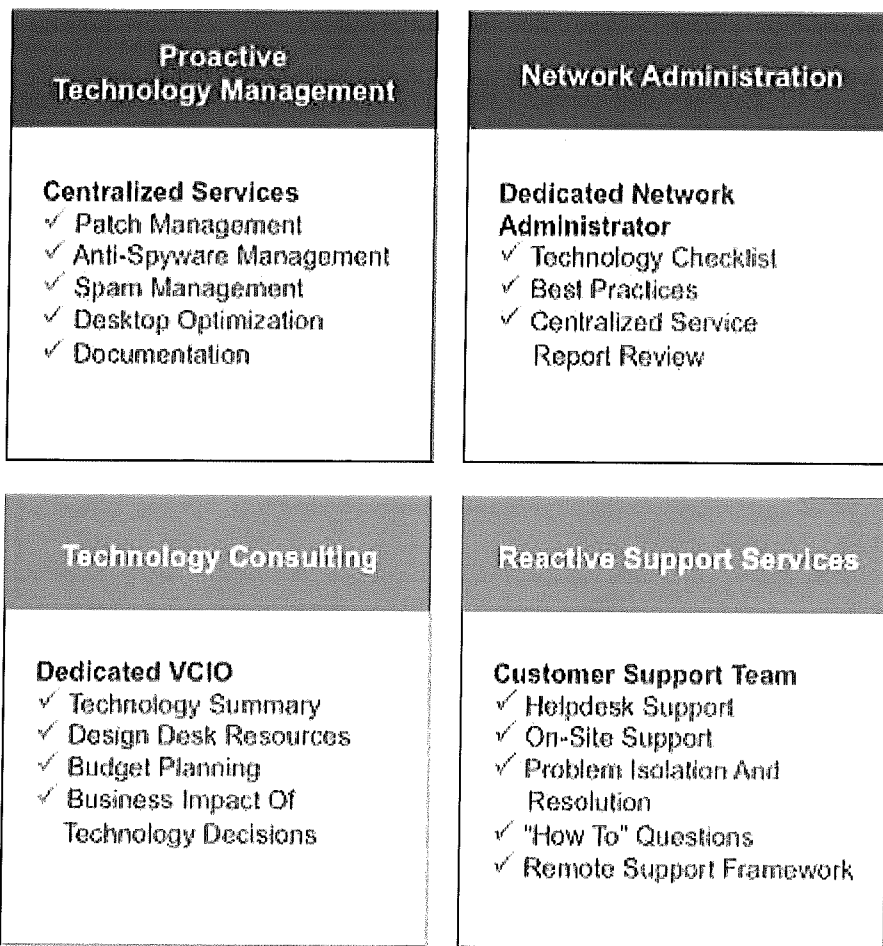
DaZZee Virtual IT services include the following

- 24x7 monitoring with 2 hour response time to issues and notification if the resolution will be longer than 4 hours.
- Escalation & proactive maintenance on Operating System and Microsoft Office Suite issues and items
- Liaison activities for 3rd party applications
- Email troubleshooting and maintenance
- Smartphone operations and troubleshooting
- Event log monitoring
- Back-up log checks
- Anti-virus software and management of
- Server Availability monitoring and maintenance
- Service Availability monitoring and maintenance
- Monitoring for DNS, DHCP, and TS etc.
- Monitoring custom performance parameters
- Server health check and analysis of key trends
- Patch Assessment & management
- Service pack updates
- Log maintenance (both OS and Exchange)
- Virus definition & prevention
- Server tuning & cleaning
- Low priority services
- All reactive end-user requested support on issues related to hardware, operating system, Microsoft Office Suite, and email
- All service calls related to server issues, PC issues or application issues
- Monthly Network and Systems Health reports
- Virtual CIO activities as required
- Quarterly Business Reviews



▶ The daZZee Way - The 4 Blocks

INFRASTRUCTURE



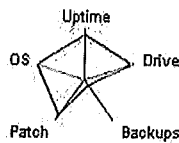
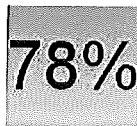
SUPPORT

STRATEGY

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

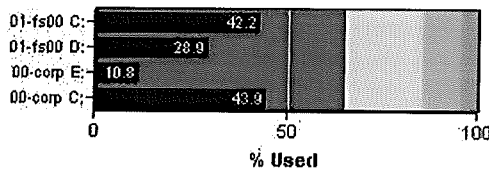
▶ Sample Monthly Executive Reports

Network Health: **Company Details:**



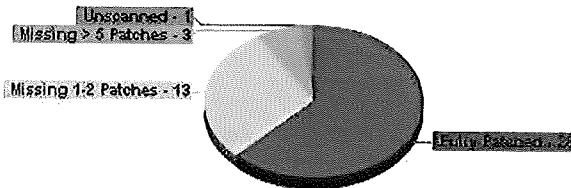
Contact:	Jessica Brown
Account manager:	Owen Parry
Total Windows Servers:	2
Total Windows Workstations:	43
Total Managed Machines:	45

Server Disk Space: **Service Request Statistics:**



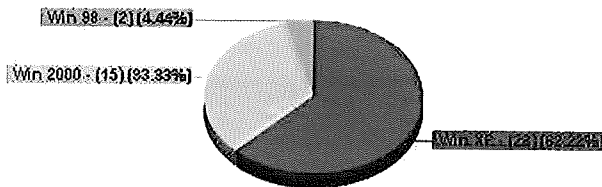
Escalated Items Sent:	
Servers Offline	0
Server Disk Space Low	0
Failed Backup Jobs	19
NonEscalated Items Sent	
Total Notifications	207
Successful Backup Jobs	3

Computer Security Patches: **Business Continuity Indicators:**



Network Uptime:	
Server Availability (online/offline ratio)	90%
Threats removed:	
Viruses on Computers Removed	35
Email Viruses Removed	27
Spam Items Removed	8,832
Spyware Items Removed	47
Windows Patches Installed	303
Automated Systems Run:	
Disk Cleanups	107
Disk Defragmentations	86

Computer OS Graph:



Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)



► The dedicated DaZZee Technical TEAM

Shane Naugher – President/Engineer

Shane has been in the IT industry for over 20 years and has been involved with the engineering side of things from the beginning. He is experienced in routing and switching, Cisco CallManager, CallManager Express, and Cisco Unity Voicemail solutions and also oversees all network installations, service, and design work. Certifications: Cisco Certified Network Associate (CCNA) Cisco Certified Design Associate (CCDA) Cisco Certified Network Professional (CCNP) Cisco Certified Voice Professional (CCVP) Microsoft Certified Professional (MCP) HP Advanced Integration Specialist (AIS) Distinctions: Has completed various product specializations and has passed the Cisco Certified Internetwork Expert (CCIE) Routing and Switching written exam.

Eric Goethals - Network Engineer and Virtual CIO

Eric has been in the IT industry for over 18 years and has been involved with the engineering side of things from the beginning along-side Shane. He is experienced in routing and switching, Cisco CallManager, CallManager Express, and Cisco Unity Voicemail solutions and also oversees all network installations, service, and design work. Certifications: Cisco Certified Network Associate (CCNA) Cisco Certified Network Professional (CCNP) Cisco Certified Voice Professional (CCVP) Microsoft Certified Professional (MCP) VMware VCP, HP Advanced Integration Specialist (AIS) Distinctions: He has completed various product specializations and has passed the Cisco Certified Internetwork Expert (CCIE) Routing and Switching written exam.

Eric also serves as a Virtual CIO for our Virtual IT clients and assists with building budgets, planning, designing and executing technology plans to meet business goals and alignment.

Clayton Journagan – Storage and Network Engineer

Clayton's background in the IT industry comes from the financial sector. He has been involved in the design, implementation and maintenance of large scale multi-site data networks with extensive experience in Disaster Recovery design and implementation. He is the lead engineer for all advanced routing, switching, and security solutions as well as SAN and Virtualization technologies. Clayton is very experienced in Cisco CallManager, and Cisco Unity Voicemail solutions. Certifications: Cisco Certified Network Associate (CCNA) Cisco Certified Network Professional (CCNP), Cisco Certified Network Associate (CCNA) Security, Microsoft MCSA Server 2012.

Terry Willson – Level 1 Support Technician

Terry joined DaZZee Integrations in 2012 and very quickly became an invaluable asset to our team particularly within the Virtual IT offering. Terry has 15 years' experience in providing excellence in customer support and troubleshooting. Terry's technical expertise and his unique ability to relate to the average user make him a truly great addition to the DaZZee team. Terry is currently working on his Cisco CCNA certification and Microsoft MCSE certification.

Amber Stacy – Level 1 Support Technician

Amber joined DaZZee Integrations in 2014. Amber has a knack for effective communication with end users and managers and has quickly become a requested team member from our Virtual IT clients. Amber is currently going to Ozarks Technical College and plans to have her Cisco Certified Network Associate (CCNA) by mid-2015.

Caleb Ellis - Triage

Caleb joined the DaZZee team in 2015 as a Triage tech. Caleb came to us from College of the Ozarks and was found due to his excellence in customer service. Caleb handles all front end processes on ticket as they come into DaZZee and communicates with all clients on the process and updates.



Monthly Pricing Structure

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Pr
Virtual IT Workstation	\$75.00	\$0.00	169	\$12,675.00	\$0.
Virtual IT Server(s)	\$110.00	\$0.00	9	\$990.00	\$0.
Virtual IT - Network *Included - No Cost*	\$0.00	\$0.00	1	\$0.00	\$0.
DaZzee Vault - Starter Package - 75Gb included in Virtual IT at no cost	\$0.00	\$0.00	1	\$0.00	\$0.
Virtual IT - BitDefender Anti-Virus Agents	\$1.75	\$0.00	178	\$311.50	\$0.
One time setup fee	\$0.00	\$1,500.00	1	\$0.00	\$1,500.0

Recurring Subtotal: **\$13,976.0**

Subtotal: **\$1,500.0**

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

118 State Dr. Suite C
Hollister, MO 65672

417.334.0494



Christian County Commission - Virtual IT Proposal 2015

Prepared by:

DaZzee Integrations

Shane Naugher

417.334.4312

Fax 417.339.2676

shane@dazzee.com

Prepared for:

Christian County Commission

100 W. Church Street Room 100

Ozark, MO 65721

Cheryl Mitchell

countycommission@christiancountymo.gov

(417) 582-4300

Quote Information:

Quote #: 001366

Version: 1

Delivery Date: 12/10/2015

Expiration Date: 01/09/2016

Quote Summary

Description	Amount
Monthly Pricing Structure	\$1,500.
Total: \$1,500.	

Recurring Expenses Summary

Description	Amount
Monthly Pricing Structure	\$13,976.
Recurring Total: \$13,976.	

Terms and conditions text.

Signature

Date

Attachment: Dazee Integrations bid proposal (2644 : Network Manage Services RFQ Bid Opening)

▶ Conclusion

60 Day Trial Period

DaZZee will provide a 60 day contract-free period. If at any time during the initial 60 days of service, Christian County Commission does not feel DaZZee is providing the services to their satisfaction, Christian County Commission can cancel the agreement without repercussion. DaZZee will return the technical environment, hardware configurations, and IT processes to their prior state. The number one goal of DaZZee is to provide complete satisfaction to the businesses, non-profits, and municipalities it serves. DaZZee is confident it can provide an unparalleled level of support due to the proprietary processes developed specifically for the small & medium businesses over the last 15 years.

Summary

DaZZee Integrations is a locally owned, operated and regionally focused company. We have been building networks and supporting business technology for over a decade and a half in the Missouri and Arkansas markets. We feel that we have a superior service in the skill set we can offer your company and our reputation in the market backs that up. By implementing a proactive, forward looking technology management and monitoring solution, you stay ahead of the curve and make your employees more productive. We feel that we can offer a solution to help cut costs and improve efficiencies within Christian County Commission with the DaZZee Virtual IT package. We hope to earn your business and simplify your IT needs and provide you predictable results from your IT investment with predictable monthly costs.