

PROPOSAL FOR MANAGED SECURITY SERVICES (MSP/MSSP)

CHRISTIAN COUNTY, MISSOURI

Field	Detail
Company Name	PC Solutions (PC Outlet, Inc DBA PC Solutions)
Address	1310 S. 3rd Street, Ozark, MO 65721
Telephone Number	(417) 581-4300
Fax Number	Not applicable
Email Address	Rick@PCSOzark.com
Contact Name	Rick Robison, CEO
Date of Submission	10/8/2025
RFP Title	Proposal for Managed Security Services for Christian County

Executive Summary

PC Solutions is pleased to submit this detailed proposal to fulfill the requirements for Managed Security Services (MSSP) for the County of Christian. We are a **full-service Managed Service Provider (MSP) and Managed Security Service Provider (MSSP)** with proven expertise in securing and managing enterprise IT environments, including **Huntress platform integrations**.

Our proposal outlines a robust, collaborative solution for continuous endpoint detection and response, 24/7 monitoring, and proactive threat remediation, all backed by defined **Service Level Agreements (SLAs)**. Our business is centered in Ozark, MO, **less than 1 mile** from the Christian County seat, providing local accessibility and a commitment to clear communication, seamless integration, and rapid response times to meet or exceed the County's expectations.

Major Features of the Proposal:

- **24/7 Monitoring and Support:** Dedicated Security Operations Center (SOC) monitoring with defined escalation protocols.
- **Huntress Platform Expertise:** Proven ability to deploy, configure, and manage the Huntress platform for clients across multiple sectors, including government, education, healthcare, and finance.
- **Defined Incident Response:** Guaranteed response times, including a **1-hour typical response** for Critical (P1) incidents.
- **Key Personnel Experience:** Oversight from personnel with past experience in highly secure environments, including **DoD and DoE security clearances**.

Requirements Status:

We confirm our ability to deliver a high level of service. PC Solutions has reviewed all requirements outlined in this RFP and confirms that there are no known requirements in this RFP that PC Solutions cannot fulfill.

Detailed Response

1. Company History/Firm Qualifications

PC Solutions (PC Outlet, Inc DBA PC Solutions) was **founded in 1997** and has grown into a trusted leader in IT support and security services in the area.

- **Ownership:** PC Solutions (PC Outlet, Inc DBA PC Solutions),
- **Date Business Started:** 1997.
- **Business Name Changes:** PC Solutions operates under the DBA of PC Outlet, Inc. No other name changes apply.
- **Mission Statement:** "Delivering innovative technology solutions with integrity, reliability, and exceptional customer service".

2. Vendor Assessment, Ability, and Approach

We understand the project scope requires managing and securing critical infrastructure, integrating the **Huntress platform**, and ensuring continuous monitoring and incident response.

Vendor's Ability and Approach:

Our methodology ensures seamless service delivery and high performance:

1. **Initial Assessment:** Conduct a review of the County's existing IT tools and Huntress configuration and deployment methods.
2. **Deployment & Integration:** Develop a project plan including milestones, onboarding sessions, and any documentation. The plan includes integrating Huntress with systems such as **Active Directory (AD)** and RMM tools, and validating synchronization and alert routing.
3. **Ongoing Management:** Implement **continuous monitoring and proactive remediation processes** via our partner SOC.
4. **Reporting and Review:** Provide detailed **monthly reports** summarizing detections,

incident responses, and system health.

3. Experience

PC Solutions has **over 28 years of experience** in managed IT services and cybersecurity. We demonstrate a proven track record as an MSP/MSSP with the following Huntress platform experience:

- **Proven Track Record:** We have successfully deployed and managed the Huntress platform for clients across **multiple sectors, including government, education, healthcare, and finance.**
- **Huntress Expertise:** As a **Huntress MSP Partner**, we leverage the platform for advanced persistence detection, threat hunting, and automated remediation across several hundred endpoints. Our track record is supported by high client retention rates and consistently exceeding SLA requirements.

4. Required Data or Information

PC Solutions will require the following to undertake and maintain the project:

- Basic network topology documentation.
- Access credentials for affected systems, to enable manual and automated deployment.
- Any current security policies and procedures that affect deployment.
- Asset inventory to be deployed, to ensure 100% deployment.
- Designated internal staff contact list for alerts and reports.

5. Implementation and Onboarding

- An offboarding date with previous provider will be negotiated
- Onboarding will occur the same day as previous providers offboarding
- Cross-boarding is expected to take up to 1 day and may require all affected systems to be rebooted to complete the process
- On completion, new vendor user accounts will be provided to Christian County IT staff
- Finally, meet with Christian County IT staff at their office and conduct any additional configuration or training as needed.

6. Relationship with County IT Staff

We anticipate a **collaborative partnership** where PC Solutions acts as an extension of the County IT staff, maintaining open communication and ensuring alignment.

- **Intended Relationship:** Our team will provide **regular updates and reports**, conduct **periodic performance reviews**, and offer training and knowledge transfer sessions.
- **Anticipated Assistance:** The County staff is responsible for providing **timely access to systems and credentials**, designating internal staff for alerts, and executing remediation actions based on the best practice recommendations provided by PC Solutions.

7. Subcontracts and Associations

PC Solutions **does not subcontract core MSP/MSSP functions** for this project. Where necessary, we collaborate with specialized security consultants and software providers such as Huntress to ensure comprehensive coverage; these documented collaborations have been successful in past projects and are documented for transparency.

8. Support Model

Our support model is built on continuous coverage and a rapid, structured incident response (IR).

- **24/7 Support Model:** Includes a **Dedicated Security Operations Center (SOC) monitoring** and real-time alerting to stakeholders.
- **Service Level Commitments (SLA):**
 - **Critical (P1):** Major security incident. Typical **response within 1 hour**, target resolution within 4 hours.
 - **High (P2):** Active security threat. Typical **response within 2 hours**, target resolution within 8 hours.
 - **Medium (P3):** Non-urgent issue. Typical response within 4 hours, target resolution within 2 business days.
- **PLEASE NOTE:** Our SLA covers typical and target times, and does **NOT** guarantee times. Due to the very nature of IT many critical factors are outside of our control such as investigation scopes, processing times, and response times of partners and upstream vendors.
- **Escalation Procedure:** Unresolved issues are escalated from Tier 2 Support to the Service Manager, and finally to the Director of Operations/Account Manager.
- **Incident Response Process:** The defined process is **detection validation → containment → eradication → recovery → post-incident review**. We provide **Incident Reports within 24 hours** of a confirmed incident.

9. Similar Jobs and Contracts

PC Solutions has held contracts that are similar in scope and size to this RFP, including:

- **Huntress platform deployment** to several hundreds of endpoints.
- MSSP contracts for multi-site manufacturing environments.
- Managed security services for **local municipalities**, including endpoint protection and incident response.
- Enterprise endpoint detection and remediation for automotive dealerships.

Qualifications

1. License(s), Certification(s) or Registration(s)

- **Company Qualifications:** PC Solutions is a **Huntress MSP Partner**.
- **Personnel Qualifications:** Key staff are **CompTIA Security+ and Network+ certified technicians & Engineers**. Operations are conducted by a **SOC-certified** team.

2. State of Missouri/Federal Authorities Documentation

PC Solutions will provide copies of the following documents to satisfy requirements from the State of Missouri authorities:

- **Missouri Certificate of Good Standing or Certificate of Authority** from the Missouri Secretary of State (MoSOS), demonstrating the company is registered to do business in the state.
- Local business license for the City of Ozark, MO.
- W-9 Form (for tax purposes).

Key Personnel/Staffing

Project Manager/Other Key Personnel

Role	Name	Contact Information	Certifications / Expertise
President / Oversight	Rick Robison	Rick@PCSOzark.com (417) 581-4300	SOC-certified operations, extensive IT experience
Lead Engineer / Technical	Shea Langner	shea@pcsozark.com	Extensive IT experience, CompTIA Security+/Network+
Systems Architect	Noah Helterbrand	noah@pcsozark.com	DoD & DoE security clearances, banking/DoD contracting experience

Pricing Format

Detailed, Itemized Breakdown of All Costs

Note: Pricing is based on the bid estimate of endpoints and will be billed based on actual usage.

Item/Service Description	Unit	Quantity	One-Time Setup Fee	Ongoing Monthly Fee	Ongoing Annual Fee	Total Year 1 Cost
Licensing Fees						
Huntress MDR Licensing	Per Endpoint	300	\$0	\$7/mo	\$0	\$25,200
Huntress SIEM (optional)	Per Endpoint	300	\$0	\$4/mo	\$0	\$14,400
NinjaOne RMM/Patching	Per Endpoint	300	included	included	\$0	included
Ad-hoc Service			Rate			
Assisted Incident Remediation	Per Hour	As Needed	\$150/hr			
TOTALS			\$0	\$2,100	\$0	\$25,200

***Monthly billing/payment is preferred*

Renewals

Annual Renewal Increase

The annual renewal increase will be a flat industry-common, **not-to-exceed percentage of 5%** over the previous year's pricing, with an exception for an extreme circumstance of higher-than-normal upstream vendor price changes to their partners, which if it occurs will be communicated as soon as it is known regardless of contract timing.

Term and Agreement

Term

The contract is for an initial term of **one year**, commencing on the Effective Date (10/15/2025), with options to renew for an additional four (one-year) terms. The County Commission must approve all renewals.

Agreement

PC Solutions acknowledges and agrees that the executed Agreement must be signed by at least a majority of the members of the County Commission, attested by the County Clerk, and approved to form by the County Counselor. We further understand that the County Auditor must certify that there is an unencumbered balance available to pay the contract cost. We confirm that we have reviewed the attached CC Agreement for Services.

References

Reference Company	Contact Name	Phone Number	Email Address	Date of Service of Contract
Industrial Wood Products	Norm Stevens Plant Manager	417-581-3593	rstevens@ palletsales.net	2003 - current
City of Sparta City Hall & Police	Trampus Taylor Chief of Police	417-634-3992	chief@ SpartaMO.Gov	2015 - current
Tri-L and Precision Manufacturing	Robin Lynch Owner	417-581-8999	Robin@ TRI-L.Com	1999 - current

Authorization Statement: PC Solutions agrees to authorize its references to furnish any information requested by Christian County to verify references provided and to determine the quality and timeliness of previous work performed.