

BID TABULATION - PC MANAGEMENT PRODUCTS

PC MANAGEMENT PRODUCTS 2016 9-13-16	SERGEANT LABORATORIES INC 200 MASON ST STE 15 ONALASKA WI 54650	KASEYA US SALES LLC 16W 22ND ST NEW YORK NY 10010	CDW GOVERNMENT LLC 230 N MILWAUKEE AVE VERNON HILLS IL 60061
TOTAL COST OF THE SYSTEM \$	\$24,803.19 YEAR ONE, INCLUDES ONE YEAR LICENSE & APPLIANCE. ANNUAL LICENSE (BEGINNING YEAR TWO) \$10,837.44	\$20,970 TOTAL INCLUDING \$18,720 ANNUAL SUBSCRIPTION FOR LICENSING, MAINTENANCE AND SUPPORT. PLUS ONE-TIME COST OF \$2,250 FOR IMPLEMENTATION SERVICES, TRAINING AND CERTIFICATION	\$33,196.32
REQUIRED DOCUMENTS			
NOTARIZED WORK AFFIDAVIT COMPLETED	Y	Y	Y
E-VERIFICATION DOCUMENTATION (Y/N):	Y	N	Y
COPY OF INSURANCE PROVIDED	Y	Y	Y
TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY	Y	Y	Y
COOPERATIVE BID FORM (Y/N)	N	Y	N
COOPERATIVE CONTACT INFO:	N	Y	N
COMPANY INFORMATION AND SIGNATURE	N	Y	Y
BID DEPOSIT REQUIRED	N/A	N/A	N/A
COMMENTS:	MISSING PAGES 16-18, SEE ATTACHED FOR ADDITIONAL INFORMATION	PLEASE SEE ATTACHED PAGES FOR CHANGES 5-9, AND ADDITIONAL INFORMATION	SEE ATTACHED INFORMATION



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050
 WWW.JEFFCOMO.ORG

Request for Proposal: PC MANAGEMENT PRODUCTS 2016 Date Issued: 8-16-2016

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, SEPTEMBER 13, 2016, AT 2:00 P.M. LOCAL TIME.

**Specification
Contact:**

RANDY MULLER
 Department of Information Technology
 636-797-5592
 rmuller@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
 Department of Administrative Services
 636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

SAMPLE ENVELOPE

<i>VENDOR NAME</i>	
<i>VENDOR ADDRESS</i>	
<i>CONTACT NUMBER</i>	DEPARTMENT OF THE COUNTY CLERK
	JEFFERSON COUNTY MISSOURI
	729 MAPLE ST / PO BOX 100
	HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)	

**Contract Term:
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
Information:**

Sergeant Laboratories, Inc	Matt Vande Slunt
Company Name	Authorized Agent (Print)
200 Mason St Ste 15	
Address	Signature
Onalaska, WI 54650	Comptroller
City/State/Zip Code	Title
(608)788-9143	9/1/16 39-1952680
Telephone #	Date Tax ID #
mvandeslunt@provecompliance.com	(608)788-9662
E-mail	Fax #

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REQUIRED DOCUMENTS

- 1. Current and valid Certificate of Insurance or binder showing required insurance coverage must be provided with each bid.
(County must be added as additional insured if awarded)**
- 2a. Proof that Bidder does not owe delinquent real or personal property in Jefferson County (tax receipts for past 3 years)
Obtain receipts at <http://jeffersonmo.devnetwedge.com>**
Or
- 2b. A notarized affidavit stating that the applicant does not own any real or personal property in Jefferson County on company letterhead.**
- 3. A Notarized affidavit of work authorization and current business entity status with E-verification documentation (pages 9 & 10).**
- 4. Agreement to be executed by the County upon approval by the County Council and County Executive (Bidder is required to complete company information and execute signature).**
- 5. Cooperative Bid Form (last page)**
- 6. All pages of the Invitation for Bid/Request for Proposal must be used when submitting your bid/proposal response along with initialing each page with the bid/proposal. Additional information may be included separately.**
- 7. Bid deposits/bonds must be in the exact amount as stipulated in the bid. (if required)**

***BIDS WILL BE REJECTED IF REQUIRED DOCUMENTATION IS NOT INCLUDED OR COMPLETED**

Specifications

POC Requirements and Testing - PC Management Requirements	Description	Response
Central Management	Centralized management to control deployment and configuration, improve ability to respond to security related incidents, and better reporting	Yes to all except "control deployment"
	Centralized management to control deployment and configuration, improve ability to respond	Yes except "control deployment." Real time alerts allowing response to actionable items
Service Level requirements	Minimum 24/7 phone support	Yes
System Requirements		
Identify virus and malware	If virus or malware is detected, automatically initiate a program to, block it, remove it, and notify IT that this PC had a virus or malware.	No
Detect Audio/video streaming without know the software being used	If not part of the PC Management please specify another product that will detect streaming	Detect every application used and/or website (Soundcloud, Netflix, etc.)
Identify Pcs that passing erroneous packets onto network	If not part of the PC Management please specify another product that will detect these packets	Detect User, Device, Applications & Processes using bandwidth & ports
Provide Broadcast alerts	All alerts must be capable of broadcasting those alerts via email, text messages, dashboards, reports, and logs	Yes
Provide Dashboard for visibility		Yes
Enforce user and machine based policies		No, Alert on misconfigurations, provide reports allowing management to enforce the policy
Remote Access and Control	Allows admins to manage remotely	Yes

OS Customization and Installation	Allow creation of Images and PXE for easy OS installations	Can be applied to images; Comes as standard MSI installer
Active Directory (AD) Integration	Integrates with AD (GPO, OU, and Group Awareness)	Yes
Manages Windows, Linux, OSX, Workstations, and Servers.	Able to integrate and manage all flavors of OS's, workstations, and servers.	Yes
Reach Endpoints in DMZ without VPN	Ability to reach endpoints in DMZ that do not use VPN... or remain on VPN long enough to patch	Only through firewall configurations that allow the access
Inventory		
Software and Hardware Inventory	Asset management with ability to run queries and reports and to track changes (optionally create alerts)	Yes
	Hardware inventory must be able to show disk space (total used) memory, and warranty information	Yes to all except "warranty information"
Software Management	Software deployment and removal (manually and by policy/automation) Software updates/patching (manually and by policy/automation)	No, may be deployed manually or via group policy.
	Software Inventory must tell what applications are installed, Identify who is using the software, Version Management, and Disallow software to be installed	Yes to all except "Disallow software install" You will be notified of installations taking place
Patch Management	Deploy software upgrades Patch management for OS and 3rd party applications with multiple distribution points for in office and remote endpoints	No

Software deployment	Automates the deployment and updating of software on a scheduled basis across multiple domains and remote computers.	No
	Use of a software catalog and user defined profiles to enable the deployment and update of software applications of different windows based servers, workstation, and notebooks.	No
	Supports the creation of custom installers including the use of answer files for unattended installations,	No
	Deploys and updates by software title and version on a recurring schedule.	No
	Uses profiles to deploy and update bundles of software titles by title, to different populations of assigned machines	No
	Can assign by machine group, organization, or view	No
	Can uninstall software titles and cancel pending installs and uninstalls.	No
	Scans machines on a recurring basis for software and version profile compliance.	Yes
	Provides alerts via email, text messages, dashboards, status views, reports and logs to monitor software deployment and update activities.	Yes
	Can monitor a specific web site and alert when specific response requirements are not met.	Yes
	The system should be able to monitor itself to detect its own malfunction	Yes
	Ability to clear, suppress, acknowledge persistent alerts that we don't want to fix (example Disk space threshold)	Yes
	Suppress alerts when for a specified maintenance window.	Yes

License Management	Manage software licenses and license keys	No, report on number of licenses purchased compared to number used or exceeding by.
PC Management:	Control shutting down and starting PCs from a scheduled script	No
	Restrict the use of USB Ports, DVD Readers, and thumb drives	No, detects usage of USB port and DVD drive.
DELL PC Monitoring: Any errors or warnings detected are emailed or text to system Administrator	Battery, Controller, electrical, fans, hardware changes, media errors, memory failures, processor errors, temperature, etc.	No
Must be capable of monitoring machines that do not have an agent installed Types of checks include web servers, DNS server, port connection, ping, and custom monitoring.		No No, will provide up time reports & ports showing activity
Ability to run scripted responses to regularly occurring issues (run a disk clean when a disk reaches X% capacity, ability to restart services)		No
Network Monitoring:	Bandwidth utilization, tools, specific network services, Internet up or down Run reports to see Network statistics (top consumers of the	Yes
Reports	Provide a list of available Reports Are these reports customizable? Is the system capable of running reports on historical data? What are the limitations?	Yes Yes 365 day minimum history
	Schedule reports to run on a scheduled basis	Yes

	Produce a report for each PC that contains all of the hardware and software Each PC starts a new page	Yes No
Summary		
Any differentiators or specific edge over the competition?	<p>Reports show all User, Device, Application, Process & Endpoint activity that is historic, searchable and un-editable.</p> <p>Who accesses specific data for CJIS</p> <p>Data Flow – monitors data in motion, data at rest & process creation</p> <p>Regulation Roadmap – bridges the gap between metrics & regulations to prove compliance at a glance</p> <p>Configuration Reporting – manage your permissions, privileges, and group policies.</p> <p>Threat Analytics – know potential threats to your network, if they’re being exploited and how to remediate them.</p> <p>Vendor & Privileged User Monitoring – monitor user and vendor behavior to spot anomalous or risky actions that may lead to an APT or increased threat level</p> <p>System reports may be run by either User, Device, or Application in the following areas:</p> <p>Vulnerabilities: Vulnerabilities w/unknown patch info. Vulnerable users. Devices with Vulnerabilities. OS vulnerabilities. Vulnerabilities w/ known patches. Average time to patch vulnerabilities. Active apps with vulnerabilities. Apps with vulnerabilities. Vulnerabilities patched.</p>	

	<p>Log Collection: Devices reporting Windows logs. Windows logs collected. Devices reporting DHCP logs. Devices reporting IIS logs. IIS logs collected. Devices reporting system logs. System Logs collected. Users who viewed logs.</p> <p>Authentication & Authorization Local logons. Local logoffs. Remote logons. Remote logoffs. User Account Lockouts. Failed logons. Disabled account logon attempts. Dormant account logon attempts. Password Resets. Admin Password Resets.</p> <p>Resource Access File Shares Accessed File shares accessed by admins. Devices with audit logs cleared. SQL Server changes SQL Server Additions SQL Server Deletions System File Changes Total Times Audit Data Accessed Active Directory Changes Active Directory Additions Active Directory Deletions</p> <p>See Attached Feature& Function List for more details.</p>
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Total Cost of the System \$ 24,803.19 year one, includes one year license & appliance

Annual License (beginning year two) \$10,837.44

Cost assumptions provided by Randy Muller: 550 PCs including laptops, 27 servers, 3 VMs



Price Quote

AristotleInsight

Date: 9/2/2016

Quote #: 090216-A

Expiration Date: 12/31/2016

Sergeant Laboratories, Inc
200 Mason St Ste 15
Onalaska, WI 54650
(608)788-9143

Contact:
Matt Vande Slunt
Fax: (608)788-9662
mvandeslunt@provecompliance.com

To:

Jefferson County
729 Maple St
Hillsboro, MO 63050

Randy Muller
(636)797-5493
rmuller@jeffcomo.org

Salesperson	Ship Method	Shipping Terms	Payment Terms	Due Date
	UPS	FOB Destination	Net 30	TBD

Qty	Description	Line Total
1	AristotleInsight™ Configuration Includes: -Network Appliance License -Agent Installer -Training -Configuration	24,083.19
580	AristotleInsight™ Universal Agent Connections Includes: Installer (Windows OS, Mac OS)	Included
1	One year AristotleInsight™ License Includes: -Updates -Unlimited Phone Support -Hardware Support & Warranty -Customer Success Program	Included
	Estimated license for 580 agents after first year is \$10,837.44	
	<i>Subtotal</i>	\$24,083.19
	<i>Sales Tax</i>	exempt
	<i>*Total</i>	\$24,083.19

For your convenience, this quote becomes an order upon acceptance by signature. Upon returning signed acceptance of this quote, Sergeant Laboratories will proceed with production and invoicing. Product License and Support Services Agreement acceptance required prior to system shipment.

Accepted by: _____

Reference/PO Number: _____

Please submit a copy of your organization's purchase order for processing.

*Transactions processed via credit card will be subject to a 3.65% surcharge.

Thank you for your business!



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
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RANDY MULLER
 Department of Information Technology
 636-797-5592
 rmuller@jeffcomo.org

Contract Contact:

VICKIE PRATT
 Department of Administrative Services
 636-797-5380

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

SAMPLE ENVELOPE	
<i>VENDOR NAME</i>	
<i>VENDOR ADDRESS</i>	
<i>CONTACT NUMBER</i>	DEPARTMENT OF THE COUNTY CLERK
	JEFFERSON COUNTY MISSOURI
	729 MAPLE ST / PO BOX 100
	HILLSBORO MO 63050-0100
<i>SEALED PROPOSAL: (PROPOSAL NAME)</i>	

Contract Term: upon approval by the County Council and County Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor Information:

Kaseya US Sales LLC	Randy Rasmussen
Company Name	Authorized Agent (Print)
16 W 22nd Street	Signed by: <i>Randy L. Rasmussen</i>
Address	Signature <small>FA04BE0034C55407</small>
New York, NY 10010	CFO
City/State/Zip Code	Title
415-694-5700	September 9, 2016 46-0522543
Telephone #	Date Tax ID #
legal@kaseya.com	415-723-7686
E-mail	Fax #

DS
RJR

PROPOSAL FORM AND CONTRACT

A. PROPOSAL REPRESENTATIONS:

The vendor, by executing the proposal form certifies that:

1. The proposal complies with Request for Proposal, Form and Proposal Specifications.
2. The vendor is not debarred or suspended from participation in Federal Assistance programs.

B. TAXES:

No bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property taxes to Jefferson County. The prospective bidder may be required to provide proof in the form of an original paid tax receipt issued by the Jefferson County Collector or a verified affidavit stating that the applicant does not own any real or personal property in Jefferson County. Tax receipts for the past 3 years are required and may be obtained at <http://jeffersonmo.devnetwedge.com/> or a notarized affidavit stating that the applicant does not own any real or personal property in Jefferson County on company letterhead.

Section 135.040 of the Jefferson County Code of Ordinances (Ord. No. 10-0411) requires that no bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property, or that the bidder does not own any real or personal property in Jefferson County. All delinquent real or personal property taxes shall be paid, in-full, prior to the award of any bid, or proof shall be provided that the bidder does not own any real or personal property in Jefferson County prior to the award of any bid. Jefferson County considers that the failure to pay any and all real or personal property taxes due Jefferson County, Missouri, the failure to report all real or personal property owned, held or used in Jefferson County, the failure to provide proof thereof, and/or the failure to keep said tax bills current shall be deemed a material breach of the contract and will subject the contract to immediate cancellation. All taxes, due and owing, must be paid in full at the time the bid is awarded by Jefferson County and remain paid during the entire term of the contract unless the prospective bidder provides proof that the bidder does not own real or personal property in Jefferson County. This requirement shall not apply to the award of bids for projects which are funded in whole or in part by Federal funds.

C. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:

1. The prices in the proposal shall be independently determined, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to price with any Vendor or other person.
2. Unless otherwise required by law, the prices shall not have been knowingly disclosed by the Vendor prior to opening; or
3. No attempt has been made or will be made by the vendor to induce any other person or firm to submit or not to submit a proposal.

D. PRICE:

The price(s) specified in this proposal shall be firm and not subject to contingency or reservation. ~~The vendor represents prices specified in the proposal do not exceed current selling price for the same or substantially similar good or service, and are the same as or lower than other prices charged to the vendor's most favored customer. In the event the stated prices are determined to be higher than the prices for which Supplier has sold the items, or services, to others, this contract price shall be reduced accordingly.~~ **Proposal prices are ALL INCLUSIVE: (Shipping, Handling, Delivery, and Assembly to locations specified by the County). Prices shall be firm for ALL County departments and locations for term of the agreement.**

E. MISSOURI DOMESTIC PRODUCT PROCUREMENT ACT:

Vendor represents that the goods provided comply with Sections 34.350 to 34.359, RSMo, known as the Domestic Product Procurement Act. The act encourages the purchase of products manufactured or produced in the United States, State of Missouri, and Jefferson County, Missouri. Vendor shall include proof of compliance with the Act with the proposal.

F. NON-EXCLUSIVE AGREEMENT:

The contractor shall understand and agree that the contract shall not be construed as an exclusive agreement and further agrees that the County may secure identical and/or similar services or products from other sources at anytime in conjunction with or in replacement of the contractor's services.

G. DEFINITIONS:

1. The term "County" means the Jefferson County, Missouri and its designated representatives.
2. The term "Vendor" means Supplier, Contractor, and Seller and includes designated representatives.
3. The term "RFP" means Request for Proposal.
4. The term "Agreement/Contract" means Binding Agreement, Contract, Request for Purchase, Order.

H. INSPECTION, ACCEPTANCE AND APPROVALS:

Goods shall at all times and places, including the period of manufacture, are subject to inspection and test by County. County will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by County notwithstanding payment, ~~prior~~ inspections or approvals. County may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to County without prior written approval and instructions

from County. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to County.

I. WARRANTY:

Limited Warranty. Supplier warrants that the Software when shipped or transmitted to you will operate substantially in accordance with Supplier's standard documentation. Your sole and exclusive remedy and the entire liability of Supplier under this limited warranty will be, at Kaseya's option, to repair, replace, or refund of the purchase price of the affected Software (or if the Software provides the functionality intended by Supplier and the error is in the Documentation Supplier will correct the Documentation), provided that any error or defect is reported to Supplier promptly. This warranty does not apply if the Software: (a) has been altered, except by Supplier or its authorized representative; (b) is licensed for beta, evaluation, testing or demonstration purposes; or (c) is Software for which Kaseya does not receive a license fee. Supplier warrants that any services shall be performed in a professional and workmanlike manner in accordance with industry standards.

Disclaimer Of Warranties. EXCEPT AS SET FORTH IN THE PRECEDING SECTION, ALL SOFTWARE AND SERVICES ARE PROVIDED "AS IS", "AS AVAILABLE", AND "WITH ALL FAULTS" AND WITHOUT ANY WARRANTY. ALL THE KASEYA ENTITIES HEREBY DISCLAIMS ALL WARRANTIES, CONDITIONS, AND DUTIES OF ANY KIND, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, ACCURACY, SYSTEM INTEGRATION OR COMPATIBILITY, ENJOYMENT, TITLE AGAINST INTERFERENCE, OR NON-NEGLIGENT PERFORMANCE. THE FOREGOING DISCLAIMERS INCLUDE, WITHOUT LIMITATION, ANY WARRANTY, DUTY, OR CONDITION THAT: THE SOFTWARE OR SERVICES WILL BE SECURE, ERROR-FREE, VIRUS-FREE, OR CORRESPOND TO ANY CONDITION; THAT DEFECTS WILL BE CORRECTED; OR THAT THE SOFTWARE, SERVICES, ANY CONTENT, SYSTEMS OR SERVERS WILL BE FREE FROM HARMFUL ASPECTS. Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by County, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect. Such warranties, together with Supplier's service warranties and guarantees, if any, shall survive inspection, test, acceptance of, and payment for the items and shall run to County and its assigns. Except for latent defects, the County shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. County may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to County of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by County. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

J. PAYMENT:

County will pay Supplier for goods upon delivery to, submission of certified invoices and acceptance. The County will not be responsible for articles or services furnished without a purchase order. Price is tax-exempt.

K. CHANGE ORDER:

County may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, County, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

L. DELIVERIES:

Deliveries shall be made in strict accordance with any delivery schedule contained in the proposal specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause. Deliveries are to be made at locations specified by the County at time of Order.

M. RESPONSIBILITY FOR SUPPLIES:

Pursuant to Section 290.560 RSMo, Supplier/Contractor shall employ only Missouri laborers and laborers from nonrestrictive states except that other laborers may be used when Missouri laborers or laborers from nonrestrictive states are not available, or are incapable of performing the particular type of work involved, if so certified by the contractor and approved by the County. Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery at County's facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

N. SUBCONTRACTS:

Supplier shall not enter into any subcontract(s) in excess of \$25,000 or 20% of this contract price; whichever is less, for any goods to be provided to the County without County's prior written approval.

DB
RJR

O. CHOICE OF LAW:

This proposal and contract shall be governed and interpreted according to the laws of the State of Missouri. ~~Venue for any court action shall be in Jefferson County, Missouri.~~

P. TERMINATION:

1. **General:** Performance of work may be terminated by the County in whole, or from time to time in part, whenever County shall determine that such termination is in the best interests of County. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3, or 4 of this paragraph, County shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to subparagraph 1 of this paragraph. Notwithstanding the foregoing, the County may not terminate, discontinue or stop payment for the initial term of the software license or any renewal term except in the event of a material breach of the terms of the Contract by Supplier as set forth herein.
2. **Bankruptcy or Insolvency:** In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustee or a general assignment for the benefit of creditors of either party, County shall be entitled to terminate without further cost or liability.
3. **Section 135.040 of the Jefferson County Code of Ordinances (Ord. No. 10-0411) requires that no bid or proposal shall be awarded by Jefferson County unless the prospective bidder provides proof that the bidder does not owe delinquent real or personal property, or that the bidder does not own any real or personal property in Jefferson County. All delinquent real or personal property taxes shall be paid, in-full, prior to the award of any bid, or**

proof shall be provided that the bidder does not own any real or personal property in Jefferson County prior to the award of any bid. Jefferson County considers that the failure to pay any and all real or personal property taxes due Jefferson County, Missouri, the failure to report all real or personal property owned, held or used in Jefferson County, the failure to provide proof thereof, and/or the failure to keep said tax bills current shall be deemed a material breach of the contract and will subject the contract to immediate cancellation. All taxes, due and owing, must be paid in full at the time the bid is awarded by Jefferson County and remain paid during the entire term of the contract unless the prospective bidder provides proof that the bidder does not own real or personal property in Jefferson County. This requirement shall not apply to the award of bids for projects which are funded in whole or in part by Federal funds.

- 4. Default: County may terminate the whole Contract or any part in either of the following circumstances:
 - a. If supplier fails to deliver the items required by the contract within the time specified; or
 - b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from County specifying such failure. In the event of termination under subparagraph 1, County shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of County provided in subparagraph 1 shall be in addition to any other rights provided by law or the contract.
 - c. In the event of the Supplier's non-compliance with the provisions as set forth. This Contract may be cancelled, terminated or suspended in whole or in part and the supplier may be declared ineligible for further County contracts. The rights and remedies of the County provided in this paragraph shall not be exclusive but are in addition to any remedies provided in this Contract or as provided for by law.

Q. NOTICE AND SERVICE THEREOF:

Any notice from the County shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the proposal form.

R. CONTRACT TERM:

Performance shall be governed solely by the terms and conditions as set forth in the Request for Proposal, Proposal Specifications, Proposal Form and the Contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by the County for any goods furnished.

S. COMPLIANCE WITH APPLICABLE LAWS:

Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended.

T. ACTS OF GOD:

No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.

U. SELLER'S INVOICES:

Invoices shall contain the following information. Contract number (if any), Purchase Order Number, Item number, contract description of goods or services, sizes, quantities, unit prices and extended totals. Invoices for and inquiries regarding payment should be addressed to the County Accounts Payable Clerk.

V. APPROVAL:

It is agreed the acceptance of a proposal shall not be valid and binding upon the County until approved by the County Purchasing Agent, County Council and County Counselor.

W. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:

Indicate: [] Individual: [] Partnership: X Corporation.

Incorporated in the State of Delaware.

X. LITIGATION:

This agreement shall be interpreted under the laws of the State of Missouri. ~~Any disagreements, questions, controversies, litigation or other causes of action whatsoever arising from or under the terms of this agreement shall be resolved in the trial courts of 23rd Judicial Circuit Court of the State of Missouri Hillsboro, Missouri.~~

Y. LANGUAGE: Bids and all related documents will only be accepted in the English Language.

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Z. The software provided under this contract shall be licensed pursuant to Supplier's terms and conditions for licensing as mutually agreed by the parties.

Specifications

POC Requirements and Testing - PC Management Requirements	Description
Central Management	<p>Proposed Solution: Kaseya Virtual System Administrator / VSA</p> <p>Centralized management to control deployment and configuration, improve ability to respond to security related incidents, and better reporting Kaseya VSA offers a centralized single pane of glass interface for administrators to manage all aspects of the product</p>
	<p>Centralized management to control deployment and configuration, improve ability to Respond Available, as stated in above point</p>
Service Level requirements	<p>Minimum 24/7 phone support Included with license subscription agreement</p>
System Requirements	
Identify virus and malware	<p>If virus or malware is detected, automatically initiate a program to, block it, remove it, and notify IT that this PC had a virus or malware. Our offerings of integrated AV automatically remediate infected systems. Procedures can be triggered to auto remediate infections upon an alarm / monitoring alert.</p>
Detect Audio/video streaming without know the software being used	<p>If not part of the PC Management please specify another product that will detect streaming Our Kaseya Traverse product can monitor bandwidth usage, or applications/systems using the most bandwidth, using Netflow.</p>
Identify Pcs that passing erroneous packets onto network	<p>If not part of the PC Management please specify another product that will detect these packets Kaseya Traverse is better suited for this task.</p>
Provide Broadcast alerts	<p>All alerts must be capable of broadcasting those alerts via email, text messages, dashboards, reports, and logs Kaseya offers all the above methods, text messages are available within the integrated Kaseya Network Monitor / KNM, for Kaseya an email to txt service is required.</p>

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Provide Dashboard for visibility	Kaseya offers several integrated dashboards, static and configurable.
Enforce user and machine based policies	Kaseya applies user defined policies. Domain or local Policies cannot be managed in Kaseya. We can push Agent procedures that accomplish the same task in an automated fashion.
Remote Access and Control	Allows admins to manage remotely Certainly, within Kaseya VSA we offer several methods for remote control, including Kaseya Live connect, K-VNC, RDP and our proprietary remote control, client. All can be initiated from directly within the VSA without the need to trigger a VPN.

<p>OS Customization and Installation</p>	<p>Allow creation of Images and PXE for easy OS installations</p> <p>Imaging is not available at this time, Kaseya is adding an Imaging Backup option in our upcoming r9.4 release (November 2016) that will offer such a feature</p>
<p>Active Directory (AD) Integration</p>	<p>Integrates with AD (GPO, OU, and Group Awareness)</p> <p>Our AD integration harvests AD users, OUs and groups, for single sign on to Kaseya, in addition to resetting PWs, enabling or disabling users.</p>
<p>Manages Windows, Linux, OSX, Workstations, and Servers.</p>	<p>Able to integrate and manage all flavors of OS's, workstations, and servers.</p> <p>Kaseya VSA supports Windows OS, OSX and Specific flavors of Linux</p>
<p>Reach Endpoints in DMZ without VPN</p>	<p>Ability to reach endpoints in DMZ that do not use VPN... or remain on VPN long enough to patch</p> <p>Certainly, Kaseya does not require a VPN connection to communicate or deploy with endpoints.</p>
<p>Inventory</p>	
<p>Software and Hardware Inventory</p>	<p>Asset management with ability to run queries and reports and to track changes (optionally create alerts)</p> <p>Available, with differencing audits to report changes on systems, including monitoring alerts.</p>
	<p>Hardware inventory must be able to show disk space (total, used) memory, and warranty Information</p> <p>The listed disk space and memory attributes are available. Warranty information requires services from Warranty Master, a nominally priced tool with integration to the VSA</p>
<p>Software Management</p>	<p>Software deployment and removal (manually and by policy/automation)</p> <p>Software updates/patching (manually and by policy/automation)</p> <p>Both features are available; in addition Kaseya provides \$0 integration to a customer supplied subscription with the Ninite Pro catalog of over 100 3rd party applications.</p>

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	<p>Software Inventory must tell what applications are installed, Identify who is using the software, Version Management, and Disallow software to be installed</p> <p>Available using our audit process, reports will aid in identifying who is using the Software. Ability to block the execution of software and uninstall if detected.</p>
<p>Patch Management</p>	<p>Deploy software upgrades</p> <p>Patch management for OS and 3rd party applications with multiple distribution points for in office and remote endpoints</p> <p>Both are available, and can be deployed in various methods, based on the client's preference. Ninite Pro 3rd party application catalog subscription can be acquired for ongoing 3rd party software deployments, completely integrated within the VSA for centralized management.</p>

Software deployment

Automates the deployment and updating of software on a scheduled basis across multiple domains and remote computers.

Available as noted above, and automated via Policy Management.

Use of a software catalog and user defined profiles to enable the deployment and update of software applications of different windows based servers, workstation, and notebooks.

Available as noted above, and automated via Policy Management.

Supports the creation of custom installers including the use of answer files for unattended installations,

The included Kaseya Software Deployment & Update module provides a custom Windows installer for proprietary 3rd party applications.

Deploys and updates by software title and version on a recurring schedule.

Available as noted above, and automated via Policy Management.

Uses profiles to deploy and update bundles of software titles by title, to different populations of assigned machines

Available as noted above, and automated via Policy Management.

Can assign by machine group, organization, or view Available / Included

Can uninstall software titles and cancel pending installs and uninstalls.

Available / Included

Scans machines on a recurring basis for software and version profile compliance.

Available / Included

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	<p>Provides alerts via email, text messages, dashboards, status views, reports and logs to monitor software deployment and update activities. Yes, text messages require subscription to services that convert email to txt messages.</p>
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<p>License Management</p>	<p>Manage software licenses and license keys Audits & Inventories Software License keys, fully reportable</p>
<p>PC Management:</p>	<p>Control shutting down and starting PCs from a scheduled script Available via Agent Procedures, included in the VSA Service Delivery Kit.</p>
	<p>Restrict the use of USB Ports, DVD Readers, and thumb drives Available</p>
<p>DELL PC Monitoring: Any errors or warnings detected are emailed or text to system Administrator</p>	<p>Battery, Controller, electrical, fans, hardware changes, media errors, memory failures, processor errors, temperature, etc. WMI and SNMP monitoring are available in Kaseya, and include many product template and customizations</p>
<p>Must be capable of monitoring machines that do not have an agent installed Types of checks include web servers, DNS server, port connection, ping, and custom monitoring.</p>	<p>Kaseya Network Monitor is included within the VSA and is designed for monitoring agentless devices. We also offer a secondary SNMP monitoring module.</p>
<p>Ability to run scripted responses to regularly occurring issues (run a disk clean when a disk reaches X% capacity, ability to restart services)</p>	<p>One of the hallmarks of Kaseya VSA is its agent procedure engine, providing unparalleled IT process automation. Hundreds of Agent procedure templates are provided within our included SDK and are shared by community via Kaseya Application Exchange.</p>
<p>Network Monitoring:</p>	<p>Bandwidth utilization, tools, specific network services, Internet up or down Run reports to see Network statistics (top consumers of the bandwidth) Kaseya VSA offers fully integrated Kaseya Network Monitor / KNM for such tasks (fully reportable).</p>
<p>Reports</p>	<p>Provide a list of available Reports Are these reports customizable? Yes, the included SDK includes dozens of report templates, fully customizable. VSA Info Center also provides a custom report writer.</p>

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	<p>Is the system capable of running reports on historical data? What are the limitations?</p> <p>Schedule reports to run on a scheduled basis</p> <p>Reports can be run on historical data, as long as the data is not archived, it will be available for reporting. Reports can also be scheduled to run and deliver on a scheduled basis.</p> <p>Report modules include:</p> <p>Executive Summary, Software and Hardware Inventory Reports, Auditing, Monitoring, System Status Reports, Monitoring trends and status, Ticketing / Helpdesk, AV, Patch Management, Software deployment, count and status, and much more. A full list of the reports available will require a different document.</p> <p>Produce a report for each PC that contains all of the hardware and software</p> <p>Each PC starts a new page</p>

Summary	

<p>Any differentiators or specific edge over the competition?</p>	<p>Most of the features that differentiate Kaseya have been outlined in the above responses. We have also provided a separate Executive Summary PDF that provides greater detail.</p> <p>In Summary:</p> <ul style="list-style-type: none">• Web based (no Hidden client connector)• Single role based console, with multiple ways to access the various information and functions• Low bandwidth utilization, small agent footprint• AD integration• Policy Based Management• Low false positive rate of alerts, compared to most vendors in the market.• Scalability, SAAS or local server options• Agent and Remote control security.• Logging, Kaseya logs all tech activity and all agent communication and procedures including remote control, this is an excellent way to demonstrate to your clients what activity is taking place and offer them a piece of mind.• Modular reporting engine that does not require third party reporting tools.• Built in vs custom reports• Scheduled reporting• Dashboards• Extensible repository of scripts, monitor sets, event logs, etc.
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| | <ul style="list-style-type: none">• Included Kaseya Network Monitor / KNM for SNMP devices and the option to scale to our larger standalone solution Traverse.• Supports administration from all browsers• Multi Tenancy• Ease of Deployment & Ease of Administration = Quick Time to Value and Lower Total Cost of Ownership• Extensible repository of Agent Procedure / scripting templates, Monitor Sets, Report Sets, Dynamic Views, etc. are included within our SDK |
|--|---|

Total Cost of the System:

\$20,970 total, including:

\$18,720 annual subscription for licensing, maintenance and support

Plus one-time cost of \$2,250 for implementation services, training and certification



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050
 WWW.JEFFCOMO.ORG

Request for Proposal: PC MANAGEMENT PRODUCTS 2016 Date Issued: 8-16-2016

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, SEPTEMBER 13, 2016, AT 2:00 P.M. LOCAL TIME.

Specification Contact: **RANDY MULLER**
 Department of Information Technology
 636-797-5592
 rmuller@jeffcomo.org

Contract Contact: **VICKIE PRATT**
 Department of Administrative Services
 636-797-5380

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

SAMPLE ENVELOPE

VENDOR NAME
VENDOR ADDRESS

CONTACT NUMBER **DEPARTMENT OF THE COUNTY CLERK**
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100

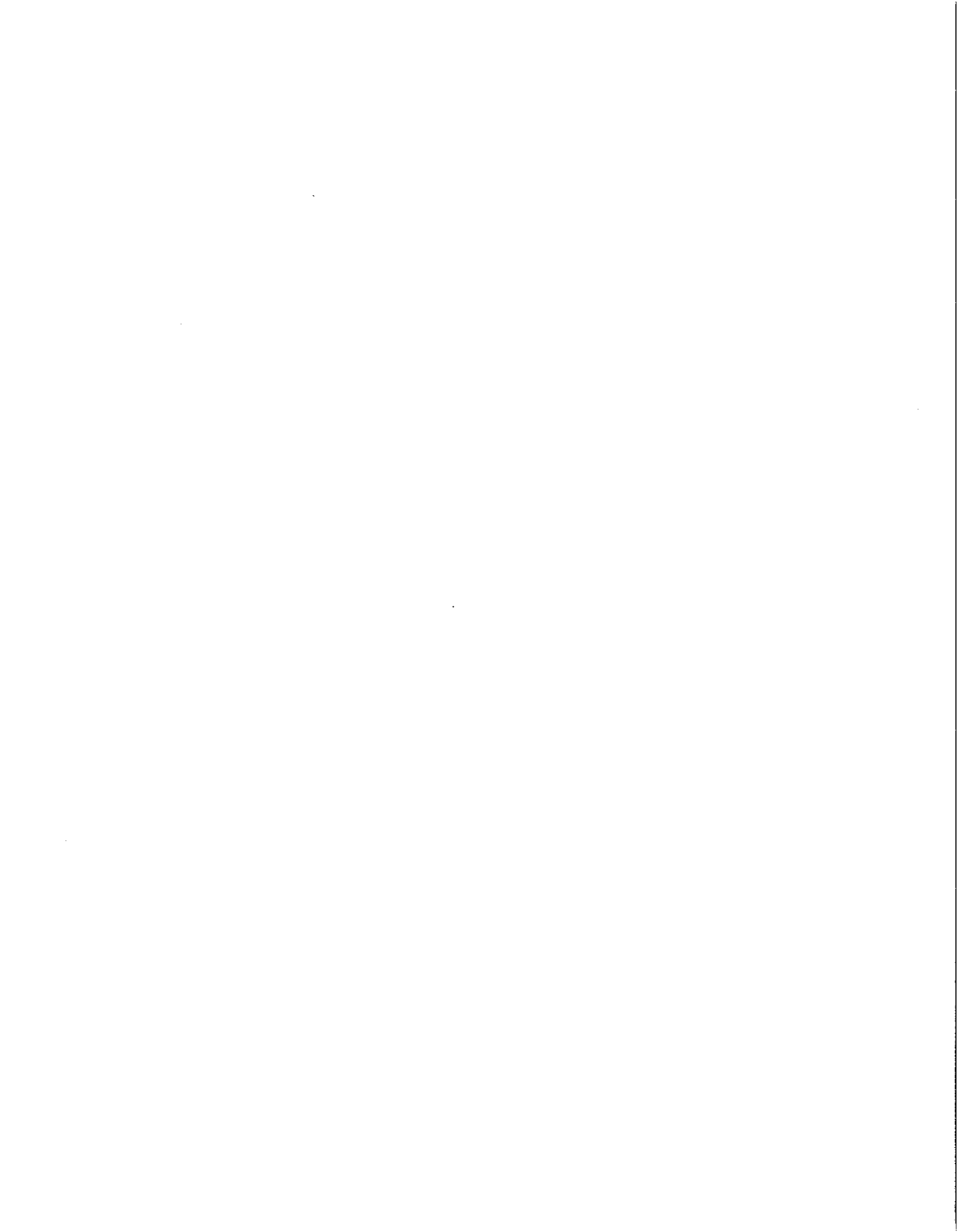
SEALED PROPOSAL: (PROPOSAL NAME)

Contract Term: upon approval by the County Council and County Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor Information:

<u>CDW Government LLC</u>	<u>Matthew Flood*</u>
Company Name	Authorized Agent (Print)
<u>230 N. Milwaukee Ave.</u>	<u>*</u>
Address	Signature
<u>Vernon Hills, IL 60061</u>	<u>Proposals Supervisor</u>
City/State/Zip Code	Title
<u>(877) 673-2401--Trevor Cross, Acct Mgr</u>	<u>9/12/2016</u>
Telephone #	Date
	<u>36-4230110</u>
	Tax ID #
	Bidder's Initials: <u>MF</u>



Specifications

POC Requirements and Testing - PC Management Requirements	Description
Central Management	Centralized management to control deployment and configuration, improve ability to respond to security related incidents, and better reporting KACE has a centralized DB for tracking hardware and software inventory and tracking changes. Reporting on any aspect KACE manages can be done from the Reporting tab, or via connection to an external report tool such as Crystal Reports
Service Level requirements	Minimum 24/7 phone support Yes
System Requirements	
Identify virus and malware	If virus or malware is detected, automatically initiate a program to block it, remove it, and notify IT that this PC had a virus or malware. No.
Detect Audio/video streaming without know the software being used	If not part of the PC Management please specify another product that will detect streaming No
Identify Pcs that passing erroneous packets onto network	If not part of the PC Management please specify another product that will detect these packets No
Provide Broadcast alerts	All alerts must be capable of broadcasting those alerts via email, text messages, dashboards, reports, and logs Alerts can be sent via email or system pop-up. Some alerts can also be transmitted to the K1000 Mobile Go App on Android or iOS devices.
Provide Dashboard for visibility	Yes
Enforce user and machine based policies	KACE can enforce local policies on machines. User policies are not enforced

Remote Access and Control	Allows admins to manage remotely KACE allows multiple remote access tools to be launched from the console. VNC, RDP, Bomgar, Dameware, Teamviewer, etc. all work with the KACE appliance.

OS Customization and Installation	Allow creation of Images and PXE for easy OS Installations Yes (K2000 Imaging appliance)
Active Directory (AD) Integration	Integrates with AD (GPO, OU, and Group Awareness) Limited integration via LDAP
Manages Windows, Linux, OSX, Workstations, and Servers.	Able to integrate and manage all flavors of OS's, workstations, and servers. Yes
Reach Endpoints in DMZ without VPN	Ability to reach endpoints in DMZ that do not use VPN... or remain on VPN long enough to patch Yes. Can be configured to manage systems with any internet connection
Inventory	
Software and Hardware Inventory	Asset management with ability to run queries and reports and to track changes (optionally create alerts) Yes
	Hardware inventory must be able to show disk space (total, used) memory, and warranty information Yes (Warranty info is only available for Dell systems at this time)
Software Management	Software deployment and removal (manually and by policy/automation) Yes Software updates/patching (manually and by policy/automation) Yes
	Software Inventory must tell what applications are installed, Identify who is using the software, Version Management, and Disallow software to be installed Yes

Patch Management	Deploy software upgrades Yes Patch management for OS and 3rd party applications with multiple distribution points for in office and remote endpoints Yes

Software deployment

Automates the deployment and updating of software on a scheduled basis across multiple domains and remote computers. - Yes

Use of a software catalog and user defined profiles to enable the deployment and update of software applications of different windows based servers, workstation, and notebooks.- Yes

Supports the creation of custom installers including the use of answer files for unattended installations, - Yes

Deploys and updates by software title and version on a recurring schedule. - Yes

Uses profiles to deploy and update bundles of software titles by title, to different populations of assigned machines- Yes

Can assign by machine group, organization, or view - Yes

Can uninstall software titles and cancel pending installs and uninstalls. - Yes

Scans machines on a recurring basis for software and version profile compliance. - Yes

Provides alerts via email, text messages, dashboards, status views, reports and logs to monitor software deployment and update activities.- No. Can alert via reporting to email, dashboard for high level overview

Can monitor a specific web site and alert when specific response requirements are not met. - No

The system should be able to monitor itself to detect its own malfunction – Yes via system logs

Ability to clear, suppress, acknowledge persistent alerts that we don't want to fix (example Disk space threshold) - Yes

Suppress alerts when for a specified maintenance window. - Yes

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License Management	Manage software licenses and license keys - Yes
PC Management:	Control shutting down and starting PCs from a scheduled script - Yes
	Restrict the use of USB Ports, DVD Readers, and thumb drives - Yes
DELL PC Monitoring: Any errors or warnings detected are emailed or text to system Administrator	Battery, Controller, electrical, fans, hardware changes, media errors, memory failures, processor errors, temperature, etc. – Limited monitoring via System or Application Event Log parsing for specified events or event types
Must be capable of monitoring machines that do not have an agent installed Types of checks include web servers, DNS server, port connection, ping, and custom monitoring.	Yes, agentless via SNMP, NMAP, DNS lookup and ping
Ability to run scripted responses to regularly occurring issues (run a disk clean when a disk reaches X% capacity, ability to restart services)	Yes
Network Monitoring:	Bandwidth utilization, tools, specific network services, Internet up or down - No Run reports to see Network statistics (top consumers of the bandwidth) - No
Reports	Provide a list of available Reports Are these reports customizable? - Yes Is the system capable of running reports on historical data? What are the limitations? – Yes. Some reports require knowledge of MySQL to generate
	Schedule reports to run on a scheduled basis - Yes

	<p>Produce a report for each PC that contains all of the hardware and software - Yes Each PC starts a new page- Can be configured for this</p>
<p>Summary</p>	
<p>Any differentiators or specific edge over the competition?</p>	<p>Non-modular- All areas of the appliance function out of the box with no need to pay extra to unlock specific areas</p> <p>Custom reporting and pre-built reports</p> <p>LDAP integration for user import</p> <p>Licensing is based on managed systems, not user or admin count.</p> <p>Service Desk does not charge per user or administrator. Not limited to IT. Other departments can maintain and administrate their own queues without needing access to IT specific areas of the appliance</p> <p>Mobile application for Service Desk, Inventory and Alerts management included in cost (iOS and Android)</p> <p>Available in physical server, virtual server or SaaS configurations. Functionality is the same across all appliances</p> <p>Systems do not have to be on your network to be managed. Devices can be effectively managed as long as they have internet access, from anywhere</p>

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Total Cost of the System \$ 33,196.32

QUOTE CONFIRMATION



DEAR RANDY MULLER,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
HJQC500	9/9/2016	RFP JEFFERSON CO	1941605	\$33,196.32

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
DELL CTO KACE VK2100 VIRTUAL Mfg. Part#: 733929736 Electronic distribution - NO MEDIA Contract: Education Plus (Missouri Schools) (CO14)	1	4291756	\$11,541.00	\$11,541.00
DELL CTO KACE VK1100 VIRTUAL APPLI Mfg. Part#: 733941093 Electronic distribution - NO MEDIA Contract: Education Plus (Missouri Schools) (CO14)	1	4292122	\$21,655.32	\$21,655.32

PURCHASER BILLING INFO	SUBTOTAL	\$33,196.32
Billing Address: JEFFERSON COUNTY GOVERNMENT ACCTS PAYABLE PO BOX 100 HILLSBORO, MO 63050-0100 Phone: (636) 797-5495 Payment Terms: Net 30 Days-Govt State/Local	SHIPPING	\$0.00
	GRAND TOTAL	\$33,196.32
	DELIVER TO Shipping Address: INFORMATION TECHNOLOGY RANDY MULLER 300 MAIN ST FL 1 PO BOX 100 HILLSBORO, MO 63050-4364 Shipping Method: ELECTRONIC DISTRIBUTION	
Please remit payments to: CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515		

Need Assistance? CDW•G SALES CONTACT INFORMATION		
	Trevor Cross	(877) 673-2401 trevcro@cdwg.com

