

REQUEST FOR PROPOSALS

On-Site and Remote Information Technology Support Services for Kimble County, TX

1. Project Information

Issuing Entity:	Kimble County, Texas
RFP Number:	25-033-K
Issue Date:	September 15, 2025
Pre-Proposal Conference:	September 30, 2025; 9:00AM CDT
Deadline for Questions:	October 03, 2025; 5:00PM CDT
County Response / Addenda Issued:	October 10, 2025
Submission Deadline:	October 22, 2025; 5:00PM CDT
Proposal Evaluation Period:	October 23 – November 07, 2025
Anticipated Award Recommendation:	November 2025
Anticipated Project Commencement:	December 2025
Point of Contact:	Hal Rose County Judge Kimble County, Texas Phone: (325) 446-2724 Email: hal.rose@co.kimble.tx.us

*Dates are subject to change at the County's sole discretion.

2. Purpose and Scope

2.1. Introduction and Purpose

Kimble County, TX (the "County") is soliciting sealed proposals from qualified firms to provide comprehensive Information Technology (IT) support services, including both on-site and remote assistance, for the County's operations. The County intends to establish a contract with one qualified contractor to ensure reliable, secure, and responsive technology support to County departments and facilities.

The Scope of Work (SOW) for this solicitation is provided in ATTACHMENT A. This RFP sets forth the instructions, requirements, and evaluation process for selection.

3. Minimum Qualifications and Eligibility

IMPORTANT – READ CAREFULLY BEFORE PROCEEDING

3.1. Minimum Qualifications

To be considered for award, proposers must clearly demonstrate compliance with the following minimum qualifications. Failure to meet these requirements may result in the proposal being deemed non-responsive and excluded from further evaluation.

1. Business Licensing and Legal Standing

- Proposer must be a legal entity authorized to conduct business in the State of Texas.
- Proposer must not be debarred, suspended, or otherwise ineligible to contract with any federal, state, or local government entity.

2. Experience

- Proposer must have at least three (3) years of continuous experience within the past five (5) years providing IT support services comparable in scope to this solicitation.
- Proposer must demonstrate experience providing services for at least one (1) public sector client (municipal, county, school district, or state agency) or other entity with a multi-site environment.

3. Staffing and Resources

- Proposer must employ or have on contract a minimum of two (2) full-time equivalent (FTE) IT support personnel available for assignment to the County.
- Proposer must designate a dedicated Account Manager/Project Lead who will serve as the primary point of contact.
- Proposer must maintain the capacity to provide both on-site and remote support within the response times defined in the Scope of Work.

4. Technical Certifications

- At least one (1) staff member assigned to the County must hold a current industry certification such as CompTIA A+, Network+, Microsoft Certified Professional (MCP), or equivalent.
- Proposer must demonstrate capability to support a Microsoft Windows environment, networking infrastructure, and standard enterprise applications.

5. Insurance

- Proposer must provide evidence of the ability to obtain and maintain insurance coverage meeting the requirements in ATTACHMENT C.

6. Security and Compliance

- Proposer must have documented policies and procedures addressing cybersecurity, data protection, and confidentiality.
- Proposer must affirm willingness to comply with applicable standards such as CJIS, HIPAA, or other requirements relevant to County operations.

3.2. Eligible Proposers

Only individuals or firms from lawfully formed business organizations may participate in this process. The County will contract only with the individual and/or firm that submits a proposal and is not on hold or debarred with the State of Texas and/or Federal Government. Individuals and/or firms will be on contract and will not be considered an employee of the County nor will the firm and/or individual be eligible for any benefits provided by the County.

3.3. SMWVBE, HUB, and DBE Participation

The County encourages participation by Small, Minority-Owned, Women-Owned, Veteran-Owned, Historically Underutilized Businesses (HUBs), and Disadvantaged Business Enterprises (DBEs). Proposers are encouraged to indicate their status as a SMWVBE, HUB, or DBE business in their proposal and include any relevant certification documentation. Proposers are also encouraged to consider partnering or subcontracting with such businesses when assembling their project team.

3.4. State and Federal Debarment and Suspension

By submitting a proposal in response to this solicitation, the proposer certifies that neither the proposer nor its principals are currently debarred, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this procurement by any Federal or State of Texas department or agency. If the proposer is unable to certify any of these statements, an explanation must be provided with their proposal. Debarment, pending debarment, ineligibility, or voluntary exclusion by any Federal or State of Texas department or agency may result in the proposer being deemed non-responsible. By signing and submitting a proposal in response to this solicitation, the proposer certifies compliance with this requirement.

3.5. Responsive Proposals

In order for a proposer to be eligible for contract award, the proposal must be responsive to the solicitation. Responsive proposals are those that comply with all material aspects of the solicitation. Proposals which do not comply with all the requirements of the solicitation may be rejected and deemed non-responsive. The County reserves the right to deem proposals non-responsive if required components are missing or fail to follow instructions.

3.6. Responsible Proposers

Responsible proposers must meet several qualifications to be considered for contract award. These include having adequate financial resources or the ability to obtain such resources as needed during contract performance, a satisfactory record of past performance, and the necessary management and technical capabilities to fulfill the requirements of the contract. Additionally, proposers must be an established firm regularly engaged in the type of business required for the contract, and they must be qualified and eligible to receive an award under applicable federal, state, county, or municipal laws and regulations. Proposers must also certify that they are not listed on the U.S. Comptroller General's list of ineligible Contractors and the Texas Comptroller's list of ineligible Contractors; by signing and submitting a proposal in response to this solicitation, the proposer certifies compliance with these requirements.

4. Instructions to Proposers and General Conditions

4.1. Pre-Proposal Conference

A virtual Pre-Proposal Conference will be held to provide an overview of the RFP, answer questions, and clarify requirements. Attendance is optional but strongly encouraged.

Date: September 30, 2025; 9:00AM CDT

Time: 9:00AM CDT

Location: Virtual via Microsoft Teams

Access Information: <https://txcourts.zoom.us/j/86271676292>

4.2. Proposal Format

IMPORTANT – READ CAREFULLY BEFORE PROCEEDING

All submissions must include the following:

- A. Cover Letter – Signed by an authorized representative.
- B. Executive Summary – Brief overview of firm, proposed approach, and key differentiators.
- C. Company Profile & Experience
 - Years in business, size, ownership.
 - Relevant experience providing IT support services to governmental entities.
 - References (minimum of three, with contact information).
- D. Staff Qualifications & Resumes – Identification of key personnel assigned.
- E. Approach & Methodology – Proposed approach for service delivery (do not repeat SOW, but explain how you will meet it).
- F. Transition & Implementation Plan – If awarded, how transition will occur with minimum disruption.
- G. Support Model & Response Times – Description of helpdesk, on-site support, and escalation procedures.
- H. Security & Compliance – Approach to cybersecurity, data protection, and compliance with applicable standards (CJIS, HIPAA if applicable).
- I. Cost Proposal (***SUBMIT IN A SEPARATE SEALED ENVELOPE***)
- J. Required Forms, Certifications, Affidavits, etc.

4.3. Method of Submission / Submission Instructions

IMPORTANT – READ CAREFULLY BEFORE PROCEEDING

A. Deadline

Proposals must be received by the deadline specified in this solicitation. Late proposals will not be accepted, regardless of postmark or delivery method.

B. Delivery Address

Sealed proposals must be delivered to:
Kimble County, TX
Attn: Judge Hal Rose
105 North 7th Street
Junction, TX 76849

C. Copies Required

- One (1) original, signed proposal marked “ORIGINAL.”
- Three (3) copies marked “COPY.”
- One (1) electronic PDF copy via USB drive.

D. Sealed Package

- The exterior of the package must be sealed and clearly labeled “**RFP No. 25-033-K – IT Support Services – [PROPOSER NAME]**”
- The Cost Proposal must be submitted in a separate sealed envelope inside the proposal package, labeled “COST PROPOSAL.”

E. Form of Submission

- Delivery by hand, courier, or mail only.
- Emailed or faxed submissions will not be accepted.

F. Validity

Proposals must remain valid for ninety (90) days from the submission deadline.

4.4. Contract Term

The County anticipates awarding a contract for an initial term of one (1) year, with the option to renew for up to four (4) additional one-year periods at the County’s sole discretion.

4.5. Conflicts of Interest

Proposers must disclose any actual or potential conflicts of interest per Texas Local Government Code Chapter 176.

4.6. Communication with Staff Prohibited

From the issuance date of this solicitation until the contract award, all communication regarding this solicitation must be directed solely to the designated contact person listed in this solicitation. Any attempt by a proposer or its representatives to communicate with County staff or other individuals involved in the procurement process outside of the designated contact may result in disqualification. This includes, but is not limited to, unsolicited contact regarding the project’s status, technical clarifications, or lobbying efforts. Proposers are prohibited from engaging in discussions or correspondence with County staff that may be perceived as influencing the outcome of the selection process. All questions or requests for clarification must be submitted in writing to the designated contact person, who will issue official responses to all interested parties.

4.7. Specifications and Instructions

Proposers are expected to examine the specifications, terms and conditions, and all instructions included in this solicitation. Failure to do so will be at the proposer's risk. Proposals that are submitted on other than authorized forms or with different terms or provisions may not be considered responsive.

All interpretations of the specifications shall be made on the basis of the following statement: *The apparent silence of the specifications as to any detail, or the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and that only material and workmanship of the finest quality are to be used.*

4.8. Pre-Submission Questions or Clarifications

All questions or requests for clarifications regarding this solicitation must be submitted in writing to the designated contact person by the deadline specified in the solicitation schedule. Formal responses will be provided through written addenda and posted on the County's website as soon as practicable. The names of those submitting questions will not be disclosed. Oral explanations or discussions during the solicitation process, including discussions or questions asked at any pre-proposal meeting or site visit are not binding, and only written responses issued in the addenda will be considered official. It is the responsibility of each proposer to ensure they have received all relevant addenda before submitting their proposal.

4.9. Addenda

All addenda, amendments, or clarifications to this solicitation will be posted to the County's website. It is the responsibility of each proposer to monitor the website and ensure they have reviewed all posted materials prior to submitting a proposal. No addenda will be issued less than forty-eight (48) hours before the submission deadline, except to extend the deadline. Failure to acknowledge receipt of any posted addenda may result in disqualification of the proposal. The County will not be responsible for any oral instructions, interpretations, or explanations.

4.10. Pre-Submission Changes to Solicitation

Any changes to the terms, conditions, specifications, or requirements of this solicitation may be made by the County up to 48 hours prior to the proposal submission deadline. Such changes will be communicated to all prospective proposers in the form of written amendments or addenda to this solicitation. Proposers must acknowledge receipt of all amendments or addenda, and failure to do so may result in disqualification of the proposal. All proposals submitted in response to this solicitation must conform to the revised requirements, including any modifications made by addenda. The County is not responsible for any discrepancies or misunderstandings due to the proposer's failure to consult the addenda or amendments issued before the proposal deadline.

4.11. Confidentiality and Public Information

All materials submitted in response to this solicitation become the property of the County and are subject to disclosure under the Texas Public Information Act (Texas Government Code, Chapter 552), unless otherwise exempt by law.

Proposers are hereby notified that the County strictly adheres to all statutes, court decisions, and opinions of the Texas Attorney General regarding the disclosure of public information. If a proposer believes any portion of its proposal contains trade secrets, proprietary information, or other confidential information excepted from disclosure under the Texas Public Information Act, it must clearly mark such sections as "Confidential" at the time of submission and provide written justification for the exemption, including the specific legal basis.

Merely labeling materials as "Confidential" will not ensure non-disclosure. The County will make a determination, in its sole discretion and in accordance with applicable laws, as to whether the information

claimed as confidential is excepted from disclosure. In the event a request for public information is received, the County will notify the proposer of such request in accordance with the law and may seek a ruling from the Texas Attorney General if there is a legitimate question regarding the confidentiality of the requested materials.

By submitting a response, the proposer acknowledges and agrees that the County will have no liability to the proposer or any other party as a result of any public disclosure of materials submitted in response to this solicitation that are required by law to be disclosed.

4.12. Taxes and Interest

The County is exempt from federal excise taxes, state and local sales and use taxes, and any other taxes imposed by the State of Texas or the United States Government. Do not include any such taxes in the pricing or cost proposal. Tax exemption certificates will be provided upon request.

The proposer shall be responsible for payment of all applicable taxes that are legally imposed on the proposer in connection with the performance of any resulting contract, including but not limited to income, employment, and property taxes.

In accordance with Texas Local Government Code § 2251.025, the County shall not be liable for interest or late payment charges unless expressly provided for by law. Any claims for interest must be in strict accordance with the Texas Prompt Payment Act.

By submitting a proposal, the proposer agrees that it shall not charge, and the County shall not be obligated to pay, any interest, finance charge, or late fee unless specifically authorized by statute and agreed to in writing by the County.

4.13. Proposer Modifications Prior to Deadline

A proposer may modify their proposal at any time prior to the submission deadline by submitting a written request to the designated contact person listed in this solicitation. The modification must clearly indicate which part of the original proposal is being changed, and the proposer must resubmit the entire modified proposal. Modifications received after the submission deadline will not be considered. It is the responsibility of the proposer to ensure that all modifications are received and acknowledged by the County before the deadline. Any modified proposals will be evaluated along with the original submission, and the most current proposal will be used for consideration.

4.14. Late Submissions and Modifications

Proposals or modifications to proposals that are received after the specified submission deadline will not be considered, unless there is clear evidence that the delay was caused by circumstances outside the control of the proposer and is deemed excusable by the County. It is the responsibility of the proposer to ensure that their submission is received on time. No consideration will be given to late modifications or late withdrawals of proposals. The County will not be responsible for any delays in mail, delivery, or other external factors that may impact the timely submission of proposals.

4.15. Withdrawal

A proposer may withdraw their submitted proposal at any time prior to the submission deadline by providing a written request to the designated contact person listed in this solicitation. Such requests must be signed by an authorized representative of the proposer. Once the submission deadline has passed, proposals may not be withdrawn or modified without the express written consent of the County. Any proposer who withdraws a proposal after the deadline may be subject to disqualification from future solicitations at the County's discretion.

4.16. Cost of Submission

All costs incurred in the preparation and submission of a proposal are the sole responsibility of the proposer. The County will not reimburse any expenses related to proposal development, submission, interviews, presentations, or any other part of the procurement process, regardless of outcome.

4.17. Non-Response to Solicitation

Proposers who receive this solicitation but do not submit a response are requested to notify the County of their decision not to participate in writing.

4.18. Reservation of Rights

The County reserves the right to take any action it deems necessary to ensure the best interests of the County are met with respect to this solicitation. Specifically, the County reserves the right to:

- Reject any or all proposals received in response to this solicitation;
- Cancel, withdraw, or postpone this solicitation in whole or in part, at any time and for any reason;
- Modify the scope, terms, specifications, or requirements of this solicitation;
- Waive any minor informalities, technicalities, or irregularities in the proposals or the procurement process;
- Request clarifications or additional information from any proposer at any time;
- Conduct discussions or negotiations with any proposer, or multiple proposers, or none at all;
- Select the proposal that, in its sole judgment, best meets the needs and interests of the County, even if it is not the lowest-priced proposal;
- Make an award to one proposer, multiple proposers, or make no award at all;
- Reissue a new or revised solicitation as needed.

Submission of a proposal does not create any legal or contractual obligation on the part of the County. The County shall not be liable for any costs incurred by proposers in preparing or submitting responses to this solicitation or in participating in any subsequent process, including presentations or negotiations.

By submitting a proposal, each proposer acknowledges and accepts the terms of this Reservation of Rights.

5. Evaluation Criteria and Contract Award

5.1. Administrative Review

After the submission deadline has passed, all proposals will undergo an administrative review to ensure compliance with the minimum requirements and submission guidelines outlined in this solicitation. This review is non-evaluative and focuses on administrative compliance. The review will verify that proposals are submitted by the deadline, in the correct format, and include all required documents, such as the cover letter, pricing sheets, company information, and legal documentation. It will also confirm that the proposer meets the eligibility criteria, including any mandatory certifications or qualifications. Additionally, the review will assess document completeness, adherence to formatting, page limits, and other structural specifications, as well as check for any conflicts of interest between the proposer and the County or its stakeholders.

5.2. Evaluation Committee

Proposals submitted in response to this solicitation will be reviewed and evaluated by an Evaluation Committee established by the County. The number of committee members will be determined based on the size, scope, and complexity of the procurement, and may include individuals with expertise relevant to the subject matter.

The Evaluation Committee will review all responsive proposals in accordance with the evaluation criteria outlined in this solicitation. The committee may use evaluation methods such as consensus scoring, individual scoring, or other evaluation techniques deemed appropriate to ensure a fair and thorough review process.

The County reserves the right to adjust the composition of the Evaluation Committee or the evaluation process as necessary to best serve the interests of the County and ensure compliance with applicable procurement policies and procedures.

5.3. Evaluation Criteria

IMPORTANT – READ CAREFULLY BEFORE PROCEEDING

All proposers must provide clear, complete, and detailed proposals with supporting documentation that directly addresses each of the evaluation criteria outlined below. This information is critical to enable the evaluation team to fairly and thoroughly assess each proposal against the stated requirements.

Failure to provide sufficient information or supporting documentation may result in your proposal receiving a lower score or being deemed non-responsive, which could disqualify it from further consideration.

It is the responsibility of each proposer to ensure that their submission demonstrates how they meet or exceed each evaluation criterion. Assumptions, general statements, or references to attached materials without clear direction may not be considered during evaluation.

EVALUATION CRITERIA DESCRIPTION	WEIGHT
Experience and Qualifications of Firm and Staff <ul style="list-style-type: none">• Demonstrated experience with governmental entities or organizations of similar size.• Technical certifications, credentials, and training of assigned staff.	30 Points
Approach and Methodology <ul style="list-style-type: none">• Demonstrated understanding of the County’s needs.• Service delivery model, response structure, and problem-resolution approach.• Cybersecurity and data protection measures.	25 Points
References and Past Performance <ul style="list-style-type: none">• Quality of references from similar clients.• Track record of responsiveness, reliability, and client satisfaction.	15 Points
Cost <ul style="list-style-type: none">• Total proposed cost over the contract term, based on ATTACHMENT B.• Clarity and reasonableness of pricing.	30 Points

Cost Scoring Methodology

The lowest cost proposal receives the maximum points (30). All other proposals receive a proportion of points calculated as follows:

$$\text{Cost Score} = (\text{Proposer's Total Cost} / \text{Lowest Offered Total Cost}) \times 30$$

- “Total Cost” is defined as the sum of all required pricing categories in ATTACHMENT B over the initial contract term.
- Failure to submit complete pricing may result in disqualification.
- The County reserves the right to conduct cost realism analysis and request clarification of cost proposals.

5.4. Competitive Range

The County reserves the right to establish a competitive range of proposals based on the evaluation criteria set forth in this solicitation. The competitive range may include all, some, or none of the proposals received, depending on the number and quality of submissions.

Proposals not included in the competitive range may be eliminated from further consideration at the County's sole discretion. Proposers within the competitive range may be asked to provide additional information, participate in interviews, submit revised proposals, or enter into negotiations.

Establishment of a competitive range is not required and does not obligate the County to award a contract. The County reserves the right to make an award without further discussions or to cancel the solicitation entirely.

5.5. Notice of Recommendation for Award

After all necessary steps have been completed, the County will formally notify both the successful proposer and non-selected proposers of the outcome in writing. The successful proposer will receive an official notification outlining the next steps. Proposers not selected for award will be informed in writing that their proposal was not selected. This notice is not legal or binding. Award of a contract is fully contingent upon approval from the Commissioner's Court, or other necessary approvals.

5.6. Contract Execution and Notice to Proceed

After receiving all necessary approvals, the County will prepare and submit the final contract to the successful proposer. The successful proposer must execute any contract within ten (10) days of receipt. Once both parties have duly authorized the contract, the County will issue a written Notice to Proceed, formally authorizing the contractor to begin work in accordance with the contract's terms and conditions.

6. Terms and Conditions

6.1. State of Texas Contract Provisions

The resulting contract from this solicitation shall include the applicable provisions required by state law, including those set forth in Chapter 783 of the Texas Government Code and the Texas Grant Management Standards (TxGMS) issued by the Texas Comptroller of Public Accounts.

These provisions are attached as ATTACHMENT D to this solicitation and will be included in the final contract. All proposers are expected to review and comply with these requirements, as they will govern the administration and oversight of any contract awarded under this RFP.

By submitting a proposal, the proposer acknowledges and agrees to be bound by these provisions, as applicable, and to incorporate them into all subcontracts as required by law.

7. Required Forms, Documents, and Certifications

As part of this solicitation, all proposers are required to thoroughly review, complete, and submit all forms, documents, and certifications specified in this solicitation. These materials are essential for determining the responsiveness and responsibility of the proposer.

Failure to complete and submit any required form, document, or certification may result in the proposal being deemed non-responsive and disqualified from further consideration. It is the sole responsibility of the proposer to ensure that all required materials are accurately completed, properly signed where applicable, and submitted by the due date and time specified in this solicitation.