

MOBILE COUNTY COMMISSION

205 Government Street
Mobile, Alabama 36644-1801

REQUEST FOR PROPOSAL

NO. 2-2026

September 11, 2026

In accordance with General Act No. 217, Special Session 1967, notice is hereby given that the Mobile County Commission, Mobile, Alabama, will receive Requests for Proposals on the following items:

FULLY MANAGED INFORMATION TECHNOLOGY (IT) SERVICES FOR MOBILE COUNTY COMMUNITY CORRECTION CENTER AS PER ATTACHED SPECIFICATIONS:

Bring any questions or comments about the proposal requirements to the attention of the Mobile County Community Corrections Chief Financial Officer, Carole Heggeman, cheggeman@mobileccc.gov, or they will be forever waived.

Out-of-state corporations shall furnish a Certificate of Authority to transact business in the State of Alabama. Out-of-state limited liability companies shall provide proof of registration to transact business in this state. Alabama law requires that a successful bidder, if it has employees in the State of Alabama, provide proof of enrollment in E-Verify prior to the award of a contract. (See enclosed notice, which must be completed, signed, and returned with your proposal.

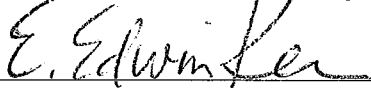
If applicable to a contract resulting from this invitation, the successful bidder must comply with the Contractor Felony Investigation Policy, available in the Purchasing Department or at mobilecountyal.gov.

This inquiry is to establish a price and a source of supply for the purchase of the above-listed items by Mobile County and the incorporated areas therein. Political subdivisions may purchase these items.

THE MOBILE COUNTY COMMISSION DOES NOT DISCRIMINATE ON THE BASIS OF AGE, SEX, HANDICAPPED DISABILITIES, OR ETHNIC ORIGIN.

REQUESTS FOR PROPOSALS WILL BE RECEIVED UNTIL 10:00 A.M. October 7, 2026. ALL PROPOSALS MUST BE SEALED, RFP NO. 2-2026 AND THE NAME OF THE ITEM MARKED ON THE OUTSIDE OF THE ENVELOPE. WITH ONE (1) ORIGINAL COPY, SO MARKED, AND THREE (3) ADDITIONAL COPIES, SO MARKED. PROPOSALS WILL BE RECEIVED BY THE RECEPTIONIST IN THE OFFICE OF THE COUNTY COMMISSION ADMINISTRATOR ON THE EIGHTH FLOOR OF THE MOBILE COUNTY GOVERNMENT PLAZA. FAILURE TO OBSERVE THE ABOVE INSTRUCTIONS WILL CONSTITUTE GROUNDS FOR REJECTION OF YOUR PROPOSAL. THE COMMISSION RESERVES THE RIGHT TO REJECT ANY OR ALL PROPOSALS.

MOBILE COUNTY COMMISSION


E. EDWIN KERR, COUNTY ADMINISTRATOR

We propose to meet the above specifications for the sum

of \$ PLEASE SEE ATTACHED.

Delivery can be made in _____ days from receipt of order.
RESPECTFULLY

BY _____



IMPORTANT

**THIS DOCUMENT MUST BE COMPLETED,
SIGNED AND RETURNED WITH YOUR BID**

As a condition for the award of a competitively bid contract to a company having one or more employees in the State of Alabama, the Beason-Hammon Alabama Taxpayer Citizenship and Protection Act, codified at Section 31-13-1, et seq., Code of Alabama (1975), as amended requires that the company provide, in advance, proof of enrollment in E-Verify. E-Verify is an internet-based system operated by the U.S. Department of Homeland Security, which may be used to determine the eligibility of new hires to work in the United States. Further information about enrollment in E-Verify may be found at www.uscis/everify and <https://verify.alabama.gov>

As proof of enrollment in E-Verify, Mobile County requires a copy of the electronically signed signature page of the contractor's Memorandum of Understanding with the U.S. Department of Homeland Security or Alabama Department of Homeland Security (contractors having fewer than 25 employees may enroll in E-Verify through the state Department of Homeland Security).

Please complete the following and return with your bid:

_____ (company name) has no employees in the State of Alabama.

Or

_____ (company name) is enrolled in E-Verify and a copy of the electronically signed signature page of the company's Memorandum of Understanding is attached.

Date

Signature

Title

SAMPLE



Company ID Number: 477783

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify at 888-464-4218.

Employer Mobile County Commission	
Connie Hudson	
Name (Please Type or Print)	Title
<i>Electronically Signed</i>	12/21/2011
Signature	Date
Department of Homeland Security – Verification Division	
USCIS Verification Division	
Name (Please Type or Print)	Title
<i>Electronically Signed</i>	12/21/2011
Signature	Date
Information Required for the E-Verify Program	
Information relating to your Company:	
Company Name:	Mobile County Commission
Company Facility Address:	205 Government Street
	8 th Floor South Tower
	Mobile, AL 36644
Company Alternate Address:	
County or Parish:	MOBILE
Employer Identification Number:	636001644

REQUEST FOR PROPOSAL FORM - MOBILE COUNTY COMMISSION

Date:

***REQUEST FOR PROPOSAL #2-2026
FULLY MANAGED INFORMATION TECHNOLOGY (IT) SERVICES
FOR MOBILE COUNTY COMMUNITY CORRECTION CENTER:***

Company_____

Company Representative_____
(Print)

Company Representative_____
(Signature)

Address_____

Phone number ()_____ **Fax number ()**_____

Federal ID Number_____

Email Address: _____

Company Web Address: _____

PLEASE SUBMIT A CURRENT W9

REQUEST FOR PROPOSALS (RFP)

Fully Managed Information Technology (IT) Services

Mobile Community Corrections Center (MCCC)

1. Introduction and Purpose

The Mobile Community Corrections Center (MCCC) is soliciting proposals from qualified Managed Service Providers (MSPs) to deliver a **comprehensive, fully managed IT solution**. MCCC operates approximately **50 computers, three servers and backup servers**, and a secure network environment supporting criminal justice operations. The MCCC also utilizes a custom software application and database for offender management.

The selected vendor will provide **end-to-end IT management**, including server administration, help desk support, Microsoft 365 licensing and management, cybersecurity, compliance, offsite backups, disaster recovery, network assessment, documentation and audit support. The MSP must demonstrate the ability to support a regulated criminal-justice environment, including CJIS compliance.

2. Scope of Services

The MSP must provide all labor, tools, systems, and expertise necessary to deliver the following services:

2.1 Server Management and Monitoring

- 24/7 monitoring of all servers, critical services, and system health
- Patch management, firmware updates, and security hardening
- Performance tuning and capacity planning
- Alerting and incident response
- Management of Active Directory, domain controllers, and role-based access
- Documentation of server configurations and change management
- Monthly reporting on patch compliance, incidents, and system health

2.2 Help Desk Services

- Tier 1–3 support for approximately **50 workstations**
- Remote and onsite support during defined business hours
- Onsite support within 4 hours for critical issues; next business day for non-critical issues
- Emergency after-hours support
- Defined SLA structure with response and resolution targets
- New user onboarding/offboarding
- Workstation imaging, configuration, and lifecycle management
- Support for printers, scanners, mobile devices, and peripherals

- Monthly ticket summary and SLA performance reporting

2.3 Microsoft 365 Management

- Licensing management for all users
- Administration of Exchange, Teams, SharePoint, and OneDrive
- MFA enforcement and monitoring
- Email archiving and retention policy management
- Backup of Microsoft 365 data using approved tools (e.g., Veeam, Datto, Acronis)

2.4 Cybersecurity and Compliance

- Endpoint protection (EDR/XDR) for all workstations and servers with auto detection response and ransomware protection
- Firewall management, intrusion detection/prevention
- Multi-factor authentication (MFA) deployment and management
- Email security, anti-phishing, and spam filtering
- Vulnerability scanning and remediation
- Security incident reporting within 2 hours of detection
- Policy development and compliance support for:
 - CJIS (Criminal Justice Information Services)
 - HIPAA (if applicable)
 - State and federal grant compliance
 - Cyber liability insurance requirements
- Annual cybersecurity risk assessment and scan

2.5 Offsite Backups and Disaster Recovery

- Encrypted offsite/cloud backups for servers and critical systems
- Daily backup monitoring and verification
- Defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)
- Disaster Recovery Plan (DRP) creation, testing, and documentation
- Business continuity planning support

2.6 Network Analysis and Assessment

- Full network inventory and topology mapping
- Switch, router, firewall, and wireless infrastructure assessment
- Bandwidth utilization and performance analysis
- Recommendations for modernization, security, and efficiency
- Annual network health report

2.7 Audit and Cyber Liability Insurance Compliance

- Support for annual financial, IT, and grant audits
- Documentation required for cyber liability insurance underwriting

- Incident response plan development
- Logging, monitoring, and reporting aligned with insurer requirements
- Assistance with insurer questionnaires and compliance attestations

2.8 Personnel Requirements

- All onsite personnel must pass background checks suitable for CJIS compliance
- All personnel must complete CJIS Security Awareness Training

3. Vendor Qualifications

Vendors must demonstrate:

- Minimum **5 years** of experience providing managed IT services
- Experience supporting criminal justice, government, or regulated environments
- Staff with relevant certifications (e.g., CompTIA, Microsoft, CISSP, CISM)
- Ability to provide onsite support in Mobile County, Alabama
- Proven disaster recovery and cybersecurity capabilities
- References from clients

4. Proposal Requirements

Proposals must include:

1. **Company Profile**
2. **Detailed Description of Services**
3. **Staffing Plan and Qualifications**
4. **Service Level Agreements (SLAs)**
5. **Cybersecurity Approach and Tools**
6. **Backup and Disaster Recovery Strategy**
7. **Pricing Structure:**
 - Flat monthly rate for all managed services
 - Hourly rate for out-of-scope services
 - Separate pricing for Microsoft 365 licensing
8. **References**
9. **Proof of Insurance** (general liability, cyber liability, workers' comp)

5. Evaluation Criteria

Proposals will be evaluated based on:

- Technical capability and completeness of services
- Experience with similar organizations
- Cybersecurity maturity and compliance support
- Cost competitiveness and transparency
- Quality of references
- Ability to meet required timelines
- Strength of SLAs and response times

6. Contract Term

MCCC anticipates awarding a **three-year contract**, renewable annually based on performance, funding availability, and organizational needs. Please include a monthly cost for services listed above. Also, include an hourly rate for services beyond those listed above.

7. Submission Instructions

One original RFP and three copies.

RFP's will be received until 10:00 A.M. October 7, 2026.

205 Government St. 8th FL. S, Mobile AL 36644

8. Questions and Clarifications

All questions must be submitted in writing to: Carole Heggeman, Chief Financial Officer,

251-574-5644, cheggeman@mobileccc.gov.

Responses will be shared with all prospective vendors.

9. Reservation of Rights

MCCC reserves the right to:

- Reject any or all proposals
- Waive informalities
- Request additional information
- Negotiate terms with the selected vendor
- Cancel or modify the RFP at any time

10. Confidentiality

All information provided by MCCC must be treated as confidential and may not be disclosed without written authorization.